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ABSTRACT

TPLANSYS (Training PLAN SYStem) is a software program that provides classroom teachers with a convenient way to record, print, and maintain cooperative training plan information for students in their classes. It allows them to identify their classes, the training plans that can be used, and the students who are using these training plans. This guide provides a comprehensive description of TPLANSYS. It is designed to be a reference manual and a user's guide for each of the components of the system. It describes each screen in detail and the various options that may be chosen. It also describes the type of data that is allowable for each field and suggested uses for several key information fields. The manual presents a general overview of the system, followed by information on types of fields and methods of entering data. This information is applicable to all screens throughout the system. The general information is followed by individual sections describing the various components and how they may be used. The following functional areas are described: school information, class information, training plan information, student profile information, print class lists, and print training plans. Four appendixes include the following: (1) a list of training plan file names and descriptions; (2) training plan backs included on disk; (3) codes for related study assignments; and (4) a master sheet for recording teacher-assigned codes. (KC)

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ED 375 331

TPLANSYS

Computerized Training Plan Software

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THE UNIVERSITY OF TEXAS AT AUSTIN

Marketing Education

TPLANSYS

Computerized Training Plan Software
(IBM-Compatible Format)

Software developed by

Arnold Gladson

User's Guide developed by

Arnold Gladson
and
Suzanne G. Faught

Published by

The University of Texas at Austin
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Foreword

TPLANSYS is an example of using computer technology to make routine, time-consuming administrative duties less burdensome for classroom teachers. This computer software uses a self-contained text editor to enable teachers to input school, class, and student data one time to generate individual training plans, class rosters, and other reports.

Arnold Gladson, a computer systems analyst and trainer with Continuum Company in Austin, developed the software and prepared the initial draft of the user's guide. He has a master's degree in business administration from New Hampshire College. His expertise with IBM-compatible hardware and software was invaluable to the timely completion of this project.

Mitch Cooper, director of Educational Resources at EIMC, helped facilitate my transition from the comfortable, user-friendly Macintosh to the "New World" of PC-compatibles. As I input the "backs" of all the training plans and then merged them with Arnold's software to produce the finished product, Mitch's PC experience was valuable. Additional technical review was conducted by Jan Patton, business/office education curriculum specialist with EIMC/Educational Resources.

The Extension Instruction and Materials Center/Educational Resources of The University of Texas at Austin wishes to acknowledge Larry Russell, marketing education teacher at Clear Lake High School, Houston, for field-testing/validating the software and user's guide. This contribution should ensure that these materials are "ME teacher/user friendly."

Special thanks for their advice go to the members of the 1993–94 Project Advisory Committee, who reviewed the tentative ideas and offered suggestions for this and other marketing education publications:

- Betty Helton, McCallum High School, Austin
- Adell Morton, Allen High School, Allen
- Sheryl Nelson, Tuloso-Midway High School, Corpus Christi
- Larry Russell, Clear Lake High School, Houston
- Berry Sullivan, teacher-educator, Southwest Texas State University, San Marcos
- Michelle Walker, doctoral candidate, University of North Texas, Denton

Sincere appreciation is also due Emmett Eary, program director for marketing education, Texas Education Agency, Austin, for his continued guidance and support in the development of marketing education curriculum and instruction materials projects.

Suzanne G. Faught
Marketing Education Curriculum Specialist

Installation and System Setup

TPLANSYS System Requirements

TPLANSYS is written to run on a standard IBM PC–compatible computer. The program should be run from a hard disk. You will need about 1 MB of hard disk space for the program and data files. It is recommended that you have at least 1 MB of RAM memory, although the program will work in 640K if you have small data files. Because of the memory requirements of Microsoft Windows, it is highly recommended that you *not* use TPLANSYS while Windows is running. A VGA or SVGA color monitor is recommended, although the system will run on a monochrome monitor.

TPLANSYS was designed for an Epson-compatible dot-matrix printer. Your training plans may not print properly from a laser printer unless your laser printer has the capability to work in an Epson-emulator mode. You may want to consider either borrowing an Epson-compatible dot-matrix printer for the brief time you will need it to print your training plans or copy all your information onto one or more disks and take them to another computer with an Epson-compatible dot-matrix printer. *Remember, whenever you transfer a disk from one computer to another, you should do a virus check to ensure that your information remains contaminant free.*

It is possible that you will occasionally receive a message on your screen such as "INTERNAL MEMORY SHORTAGE ERROR" when you attempt to perform several TPLANSYS functions in one session or to repeat one of those functions. If you do receive such a message, simply press any key to terminate the requested task, exit the program through the 0 option, and restart TPLANSYS from the C:> prompt. This program error will not cause the loss of any data.

Installing TPLANSYS

TPLANSYS program files are distributed on a 3.5" diskette formatted for MS-DOS. TPLANSYS is easily installed on your computer's hard disk with the following DOS commands from the C:> prompt (assuming your 3.5" drive is the A: drive in your system and you have inserted the program disk in the A: drive):

C:>MD\TPLAN	<enter>
C:>CD\TPLAN	<enter>
C:>COPY (space)A:*.*	<enter>

Your program and data files will be stored in the C:\TPLAN directory of your hard disk. You may use another name for the directory, if you prefer.

> **NOTE:** If you have only 5.25" drive slots, find another computer with a 3.5" and a 5.25" drive. You will need one high-density OR two double-density disks in order to transfer the files from the 3.5" disk. After you have your 5.25" copy, you can transfer the information into your TPLAN directory on your hard drive, using the same commands detailed above. If you have two double-density disks to copy onto your hard drive, copy the first disk as described above, remove the first disk when copied, insert the second disk, and then repeat only the final command to copy the second disk.

If you want to copy all of the "back page" files onto a separate disk, enter the following command:

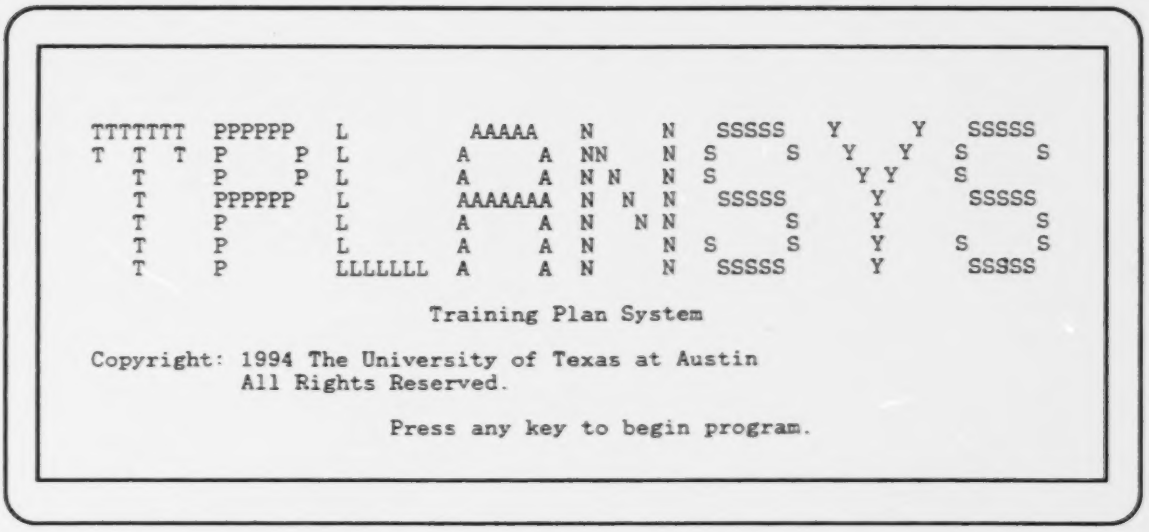
C:>COPY (space)ME*.TXT (letter of destination drive):

Executing TPLANSYS

TPLANSYS is executed from the C:\TPLAN directory by entering the following commands from your DOS C:> prompt:

```
C:>CD\TPLAN                    <enter>
C:>TPLANSYS                    <enter>
```

The following screen should appear to begin the program.


TTTTTTT PPPPPP L AAAAA N N SSSSS Y Y SSSSS
T T T P P L A A NN N S S Y Y S S
T P P L A A N N N S Y Y S
T PPPPPP L AAAAAAA N N N SSSSS Y SSSSS
T P L A A N N N S Y S
T P L A A N N S S Y S S
T P LLLLLLL A A N N SSSSS Y SSSSS
Training Plan System
Copyright: 1994 The University of Texas at Austin
All Rights Reserved.
Press any key to begin program.

TPLANSYS Opening Screen

Introduction

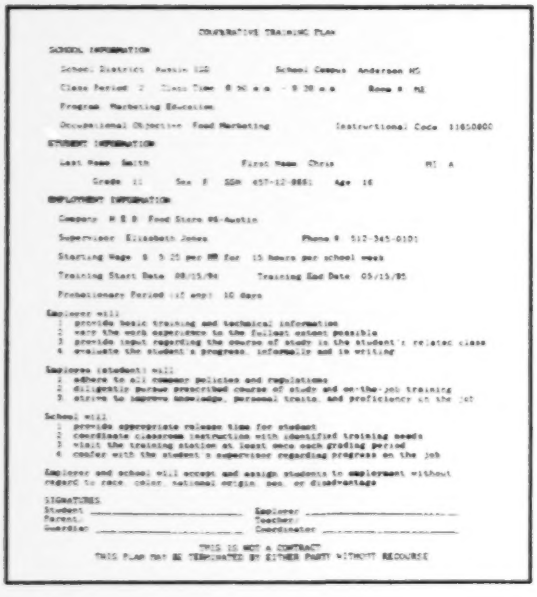
TPLANSYS (Training **PLAN SYS**tem) is a software program that provides classroom teachers with a convenient way to record, print, and maintain cooperative training plan information for students in their classes. It allows them to identify their classes, the training plans that can be used, and the students who are using these training plans. You will create one information file per student. Once this information is in TPLANSYS, you can easily generate a new training plan to reflect a student changing jobs, receiving a pay raise, or advancing to a second-year course.

This publication provides a comprehensive description of TPLANSYS. It is designed to be a reference manual and user's guide for each of the components of the system. It describes each screen in detail and the various options that may be chosen. It also describes the type of data that is allowable for each field and suggested uses for several key information fields.

The manual presents a general overview of the system, followed by general information on types of fields and methods of entering data. This information is applicable to all screens throughout the system. The general information is followed by individual sections describing the various components and how they may be used.

The industry-validated competencies and related study assignments included on the disk were developed for 24 marketing education training positions. TPLANSYS allows you to use one or more of the provided training plan "backs," edit one or more to fit your needs, or generate completely new "backs" for training positions in marketing education or any other cooperative education class.

The student training plans generated by TPLANSYS will look somewhat different from the TEA form VOC-044R. All required information from the TEA form is included on the two-page TPLANSYS printout. If a front/back format is desired, the printout can be photocopied in that manner.



COOPERATIVE TRAINING PLAN

SCHOOL INFORMATION

School District: Austin ISD School Campus: Anderson HS

Class Period: 2 Class Time: 8:30 a.m. - 9:20 a.m. Room #: 58

Program: Marketing Education

Occupational Objective: Food Marketing Instructional Code: 11050800

STUDENT INFORMATION

Last Name: Smith First Name: Chris MI: A

Grade: 11 Sex: F SSN: 457-12-8881 Age: 16

EMPLOYMENT INFORMATION

Company: H E B Food Store #5-Austin

Supervisor: Elizabeth Jones Phone #: 512-345-0101

Starting Wage: $ 5.25 per HR for 15 hours per school week

Training Start Date: 09/15/94 Training End Date: 05/15/95

Probationary Period (if any): 30 days

Employer will:
1. provide basic training and technical information
2. vary the work experience to the fullest extent possible
3. provide input regarding the course of study to the student's related class
4. evaluate the student's progress, informally and in writing

Employee (student) will:
1. adhere to all company policies and regulations
2. diligently pursue prescribed course of study and on-the-job training
3. strive to improve knowledge, personal traits, and proficiency on the job

School will:
1. provide appropriate release time for student
2. coordinate classroom instruction with identified training needs
3. visit the training station at least once each grading period
4. confer with the student's supervisor regarding progress on the job

Employer and school will accept and assign students to employment without regard to race, color, national origin, sex, or disadvantage

SIGNATURES

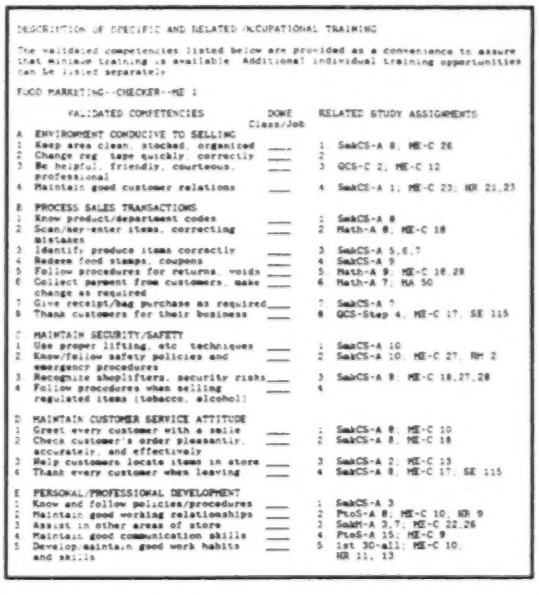
Student _____ Employer _____

Parent: _____ Teacher: _____

Guardian: _____ Coordinator _____

THIS IS NOT A CONTRACT
THIS PLAN MAY BE TERMINATED BY EITHER PARTY WITHOUT RECOURSE

"Front" of Student Training Plan (page 1 of individual report)



DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD MARKETING--CHECKER--ME 1

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A	ENVIRONMENT CONDUCIVE TO SELLING		
1	Keep area clean, stocked, organized	____	1 SmkCS-A 8; ME-C 26
2	Change reg. tape quickly, correctly	____	2
3	Be helpful, friendly, courteous, professional	____	3 QCS-C 2; ME-C 12
4	Maintain good customer relations	____	4 SmkCS-A 1; ME-C 23; HR 21,23
B	PROCESS SALES TRANSACTIONS		
1	Know product/department codes	____	1 SmkCS-A 8
2	Scan/key-enter items, correcting mistakes	____	2 Math-A 8; ME-C 18
3	Identify produce items correctly	____	3 SmkCS-A 5,6,7
4	Redeem food stamps, coupons	____	4 SmkCS-A 9
5	Follow procedures for returns, voids	____	5 Math-A 9; ME-C 18,28
6	Collect payment from customers, make change as required	____	6 Math-A 7; MA 50
7	Give receipt/bag purchase as required	____	7 SmkCS-A 7
8	Thank customers for their business	____	8 QCS-Step 4; ME-C 17; SE 115
C	MAINTAIN SECURITY/SAFETY		
1	Use proper lifting, etc. techniques	____	1 SmkCS-A 10
2	Know/follow safety policies and emergency procedures	____	2 SmkCS-A 10; ME-C 27; RM 2
3	Recognize shoplifters, security risks	____	3 SmkCS-A 9; ME-C 18,27,28
4	Follow procedures when selling regulated items (tobacco, alcohol)	____	4
D	MAINTAIN CUSTOMER SERVICE ATTITUDE		
1	Greet every customer with a smile	____	1 SmkCS-A 8; ME-C 10
2	Check customer's order pleasantly, accurately, and effectively	____	2 SmkCS-A 8; ME-C 18
3	Help customers locate items in store	____	3 SmkCS-A 2; ME-C 13
4	Thank every customer when leaving	____	4 SmkCS-A 8; ME-C 17; SE 115
E	PERSONAL/PROFESSIONAL DEVELOPMENT		
1	Know and follow policies/procedures	____	1 SmkCS-A 3
2	Maintain good working relationships	____	2 PtoS-A 8; ME-C 10; HR 9
3	Assist in other areas of store	____	3 SmkM-A 3,7; ME-C 22,26
4	Maintain good communication skills	____	4 PtoS-A 15; ME-C 9
5	Develop/maintain good work habits and skills	____	5 1st 30-all; ME-C 10, HR 11, 13

"Back" of Student Training Plan (page 2 of individual report)

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Overview of TPLANSYS

TPLANSYS provides a comprehensive, computerized approach to recording cooperative training plan information for students. All activity is controlled from a main menu and a series of data entry screens for entering school, class, training plan, and/or student profile information.

TPLANSYS is divided into functional areas centered around the needs of the teacher. The teacher determines the type of activity to be completed and selects the TPLANSYS option to accomplish it. The main functional areas to choose from are:

1. **School Information**—This is basic demographic information maintained for each school where a teacher works. Each school is uniquely identified by a teacher-assigned school ID field. (See related section beginning on p. 11.)

2. **Class Information**—This is basic demographic information for each class taught by a teacher. It includes the class time, room number, and period of the day. Each class is identified by a unique class ID field, such as Marketing 101. (See related section beginning on p. 14.)

3. **Training Plan Information**—This is basic information about the training plans that your students are using. Each training plan is identified by a unique file name consisting of up to 6 characters. The computer stores a description, occupational objective, instructional code, and the school ID for which the training plan is used. (See related section beginning on p. 17.)

4. **Student Profile Information**—This is basic information about individual students, such as first name, last name, age, sex, Social Security number, company the student works for, starting wage, hours working per week, training start and end dates, and any probationary period. TPLANSYS allows you to identify the class each student is taking and the training plan curriculum that he or she is using. (See related section beginning on p. 20.)

5. **Print Class Lists**—This is used to print a list of all students in each class taught. Basic information is given for each student listed. (See related section beginning on p. 24.)

6. **Print Training Plans**—This is used to print a complete training plan for each student. Each training plan has a specified curriculum associated with it. TPLANSYS finds the information for each student and prints out a specified cover sheet identifying the student's personal information as well as information about the class in which he or she is enrolled. A complete, detailed curriculum, based on the occupational objective listed on the training plan cover sheet, is printed following the student's personal information. The software allows you to print this either for all students or for a selected few. (See related section beginning on p. 25.)

Each of the above functional areas is described in detail on the following pages of this manual.

General Data Entry Information

TPLANSYS screens are all similar in appearance. Each contains a title box containing a date and the title of the screen function. Below the title box is a larger box containing any selection options and function keys that may be used in processing the data within the screen. The line immediately under this box is reserved for any error or warning messages that might be generated during use of the screen.

TPLANSYS has many menus and opportunities to enter data throughout the system. It also has many functions and actions that are similar but are performed with different sets of data. For example, routines to add class information and school information are identical except that they deal with different sets of data.

Three basic data entry activities (described in detail below) are performed in a consistent way throughout TPLANSYS. They are:

1. Enter choices from menus.
2. Enter responses to specific questions.
3. Enter data on screen fields (input data mode).

Enter choices from menus. All menus presented to the user require the selection of a particular number to indicate the function or activity to be completed by TPLANSYS. They are merely branch points to various types of processing. TPLANSYS displays the menu and offers a numerical choice to select each option. The cursor appears between the colons in the SELECT : : area. Pressing the number of the option will cause the processing to begin. You will not have to press the ENTER key to complete your choice. The system will not allow you to type in a number greater than the options listed. The same SELECT : : is present when you are asked to specify the action to perform on a data input screen. This use is described later in this manual.

Enter responses to specific questions. On many occasions, TPLANSYS requires answers to specific questions such as PRINT TRAINING PLANS FOR ALL STUDENTS? (Y/N) ===>. The cursor will be located at the end of the ===>, and the system will await a response. The format of the valid responses is indicated between the parentheses preceding the ===>. If it is a Yes/No question, the system responds to the first key pressed. If the response requires a field such as a date, you must enter the field data and then press the ENTER key to accept the data. Responses are generally used to limit the amount of information to process and to specify activities to continue after one activity is finished.

Enter data on screen fields. Input of field data is the final type of data entry procedure that is common throughout TPLANSYS. When data is required in a field, TPLANSYS displays a space at the appropriate place on the screen indicating the size of the field to be entered. For example, SSN: _____ requires the entry of the student's Social Security number. The screen displays space for eleven characters (including two dashes) at the appropriate place on the screen and places the cursor over the space for the first digit. It will then allow you to type in characters (numbers and dashes) to fill in the data value. You may only enter characters up to the maximum number of spaces presented. As each character is typed, it is displayed on the screen. The system does not require you to enter the maximum characters available, although it may be prudent in some cases to do so. When you have completed entering your data, press ENTER, and the field will be accepted.

While you are entering the data in your field, five special keys may be used to make it easier to input the data information. These keys are:

BACK ARROW key—This key is used to delete the *preceding* character you have entered. It may be used only after you have entered at least one character. It will always delete the preceding character and slide all characters, if any, to the right of the cursor one position to the left.

DEL key—This is similar to the BACK ARROW key, except that it deletes the character *under the cursor* and slides all characters, if any, to the right of the cursor one position to the left.

LEFT ARROW key—This key allows you to relocate the cursor over characters that you have already typed. The cursor will move one character to the left leaving in place the character it passes over. This allows you to retype characters that were mistakenly entered without having to retype an entire data string. It will not allow you to go beyond the first character in the string.

RIGHT ARROW key—This key works the same as the LEFT ARROW key, except that it moves the cursor one character to the right. It will not allow you to position the cursor beyond the end of the underline characters or the last character that you have typed.

INS key—This key controls the mode with which each character is entered. In the lower right corner of the screen is displayed a three-character code, INS or OVR. The INS key acts as a toggle switch between these two modes. In INS mode, all characters are inserted between any existing characters in the field. For example, you have typed "John Public" in the field and wish to insert "Q." as his middle initial. You may use the left or right arrow key to position the cursor over the "P" in "Public" and enter "Q" and a space. The characters "Public" will slide over and you will have "John Q. Public" in the field. The OVR mode causes every character you type to replace the current character. In the same example, typing "Smith" in OVR mode would change the characters to "John Smith."

TPLANSYS often asks for several fields of data to be entered at one time. For example, you are asked to enter all of the student's data when you add a new student to the file. To do this, you first input data for the first field. When you press ENTER, the value is accepted and you are positioned at the next field requiring data. This will continue until all fields have been entered. You may skip any field by simply pressing ENTER or the DOWN-ARROW key without typing any characters. If at any point you wish to return to a previous field to reenter or modify the values, you may press CTRL-E or the UP-ARROW key. TPLANSYS will respond by returning to the previous field and allowing you to input data. When you press ENTER, your changes are accepted and you are placed in the field you just left. You may press CTRL-E as often as you have fields to back up to. For example, if you wish to go back three fields, press CTRL-E three times.

TPLANSYS lets you enter and process data in basically the same way, no matter which type of data you are working with. The steps for processing student data, school data, class lists, and training plans are all similar in that you add, delete, update, find, or sequentially view the records maintained in a file. As each record is read its data contents are displayed on the screen. You may go forward or backward to see records in the file. Because these functions are the same, all of the screens have been designed to present the following common options:

SELECT : : (A)dd, (D)elete, (U)pdate, (N)ext, (P)revious, (F)ind, (Q)uit

The cursor is positioned between the colons, and TPLANSYS waits for a valid response. The responses are identified by the first letter of the word. **A** allows you to add a record to the file. **D** allows you to delete a record. **U** allows you to update the specific record you are viewing. **N** allows you to see the next sequential record in the file. **P** allows you to see the previous record in

the file. **F** allows you to search for (find) a specific record in the file. **Q** allows you to leave (quit) the function and return to the main menu. No other characters may be entered as a response.

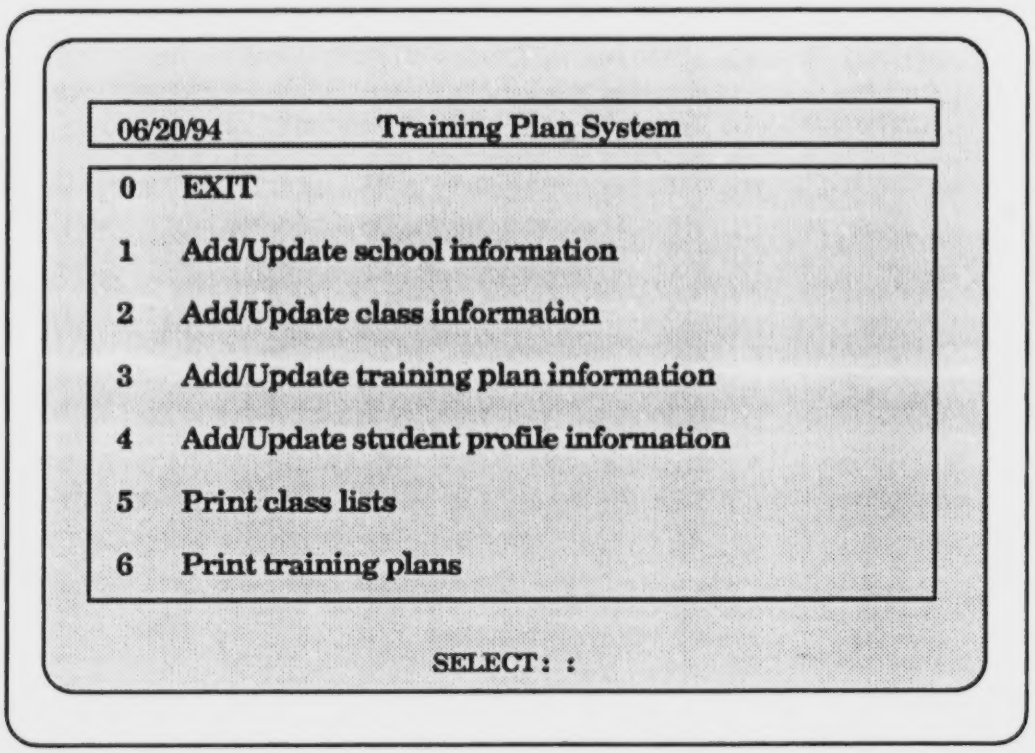
For some screens, additional function keys may be needed to perform specific processing requests associated with the file record. The keys available will be listed beneath the SELECT : : line. Since the uses of function keys vary for each processing activity, they are explained in each individual section.

These basic principles of data entry apply to several activities described elsewhere in this document. As you review each activity, you can refer back to the techniques presented in this section.

Main Menu Selections

The TPLANSYS program is started by entering TPLANSYS from your DOS prompt. (See the installation instructions at the beginning of this document for a complete description on installing and getting TPLANSYS running on your system.)

Once TPLANSYS is started, the logo screen, as shown on page 4, appears. Press any key to erase this screen and get the main menu (shown below), which is the control point for all processing activities within TPLANSYS. The menu is presented and the cursor is placed between the colons in the SELECT : : field. You may choose only those numbers on the menu. Once a valid number is pressed, the activity chosen will be executed. It is not necessary to press the ENTER key after selecting a number. If an invalid number is chosen from this menu, no action is taken, and the main menu continues to be displayed, awaiting a valid number.



Main Menu Screen for TPLANSYS

Your choices from this menu are:

0 EXIT—Choose this to close all files in the system, leave TPLANSYS, and return to the DOS prompt. It is important to always exit TPLANSYS in this way so that the files will be properly closed.

1 **Add/Update school information**—Choose this to create or update information about your school.

2 **Add/Update class information**—Choose this to create or update information about the classes you teach.

3 **Add/Update training plan information**—Choose this to create or update information about the training plans your students are using.

4 **Add/Update student profile information**—Choose this to create or update information about students enrolled in your classes.

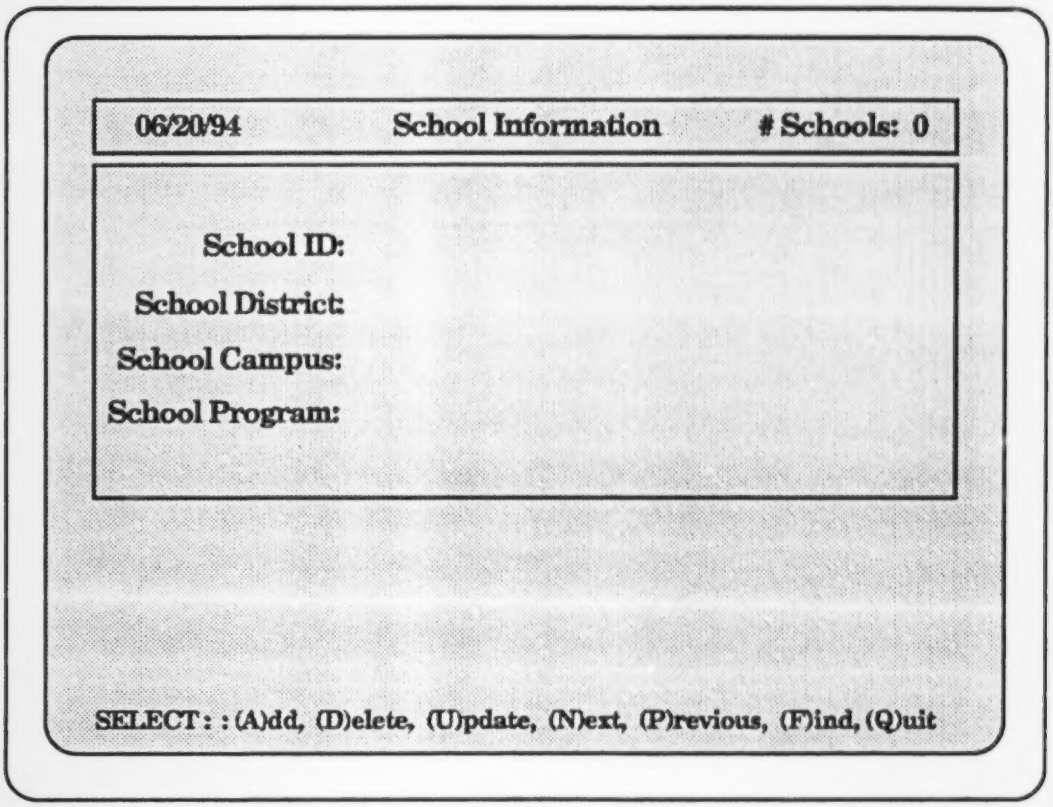
5 **Print class lists**—Choose this to print a list of students enrolled in each of your classes in the file.

6 **Print training plans**—Choose this to print a complete training plan (front and back at one time) for one or more students.

Always be sure to return to this main menu and use the 0 (EXIT) option to leave TPLANSYS. Never turn off the computer while you are in one of the processing options from this menu.

Add/Update School Information

This section of TPLANSYS is used to record information about each school maintained in your files. The information you input here prints on the front page of the student's training plan. Once you select "1" from the main menu, the following screen appears.



Option 1 Opening Screen

TPLANSYS allows you to maintain several fields of information for each school. In many cases, the value you enter for one of these fields is used in subsequent processes. Therefore, it is important to be as thorough as possible when entering field information. The data you may provide for each field is described below. The fields are identified by the labels you see on the screen, and their lengths are given in parentheses.

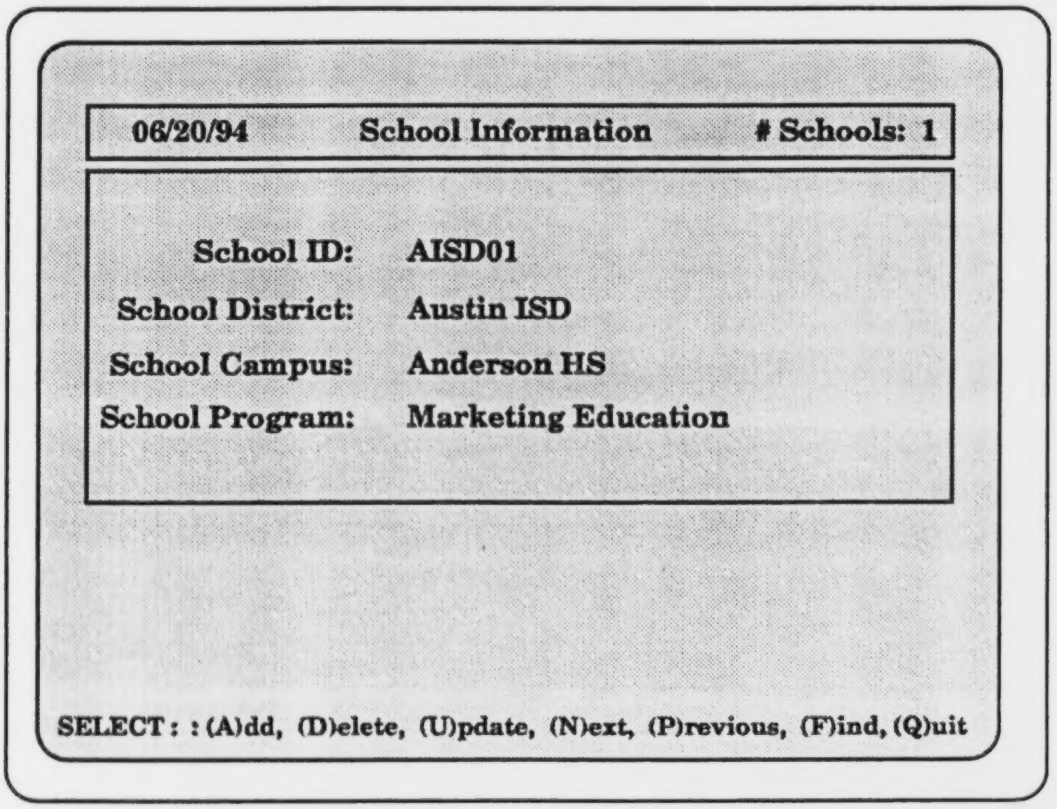
SCHOOL ID (6 characters)—A unique identification field assigned by you to each school on the file.

SCHOOL DISTRICT (20 characters)—The name of the school district (for example, "Austin ISD").

SCHOOL CAMPUS (20 characters)—The name of your school (for example, "Anderson High School").

SCHOOL PROGRAM (50 characters)—The name of the training program (for example, "Marketing Education").

A separate record is maintained for each school you teach in, even though most teachers only work for one school. Multiple records are maintained in alphabetical order by school ID field. The following is a sample school information file, as it might look after you have input data.


06/20/94 School Information # Schools: 1
School ID: AISD01
School District: Austin ISD
School Campus: Anderson HS
School Program: Marketing Education
SELECT: : (A)dd, (D)elete, (U)pdate, (N)ext, (P)revious, (F)ind, (Q)uit

Sample School Information File

(A)dd adds new school information to the file. TPLANSYS will position the cursor in the school ID field and allow you to successively enter the information. TPLANSYS proceeds to the next field on the screen when you have entered data. If you need to return to the previous field for a correction, you may press CTRL-E or your DOWN-ARROW, and you are allowed to reenter data in the previous field. The process of entering information into the fields will continue until all fields on the screen are entered. At this time, TPLANSYS will ask you (under the field screen data): **Verify Record. Is it OK? (Y/N).** If you enter Y, the record will be added. If you enter N, you will be returned to the school ID field and given the opportunity to change any field on the screen. To successfully add the record, you must respond Y to the Verify Record prompt. After the record is successfully added, you will be presented with the following prompt:

Do you wish to add another? (Y/N). If you respond Y, the add cycle is repeated and you may add a second school. If you respond N, you are returned to the SELECT : : prompt.

(D)elete completely removes the school information from the file. The record currently displayed on the screen is the record that will be deleted. When you enter the delete request, the following prompt is displayed: **This record will be lost permanently -- Continue delete (Y/N)?**. This is a reminder that you are removing an existing record. If you respond Y to the prompt, the record is deleted and the following message is displayed: **Record has been deleted -- Press any key.** Pressing any key will return you to the SELECT : : prompt and display the next school in alphabetical order from the one just deleted. If you respond with N to the continue delete prompt, then the delete *is not* completed and you are returned to the SELECT : : prompt.

(U)pdate works in the same way as (A)dd, except that you are changing the information in an existing record. In either the (A)dd or (U)pdate process, you may not need to enter all the information displayed on the screen. Press the CTRL-ENTER key at any time to indicate that you have completed all changes, which forces TPLANSYS to go to the verify prompt immediately. Only the field changes you made before pressing CTRL-ENTER are retained on TPLANSYS's files. The ESC key may be used in a similar way, except that it is an *immediate abort* of the (A)dd or (U)pdate. Only use ESC if you do not wish to save any information and desire to return immediately to the SELECT : : prompt.

(N)ext and **(P)revious** position you at the information for schools. Choosing (N)ext causes TPLANSYS to read the next school on the file and display the data. Choosing (P)revious causes TPLANSYS to read the previous schools in the file and display the data. If you are at the end of the file and press (N)ext, you will be positioned at the first record in the file. Likewise, if you are at the beginning and press (P)revious, you will be positioned at the last record in the file.

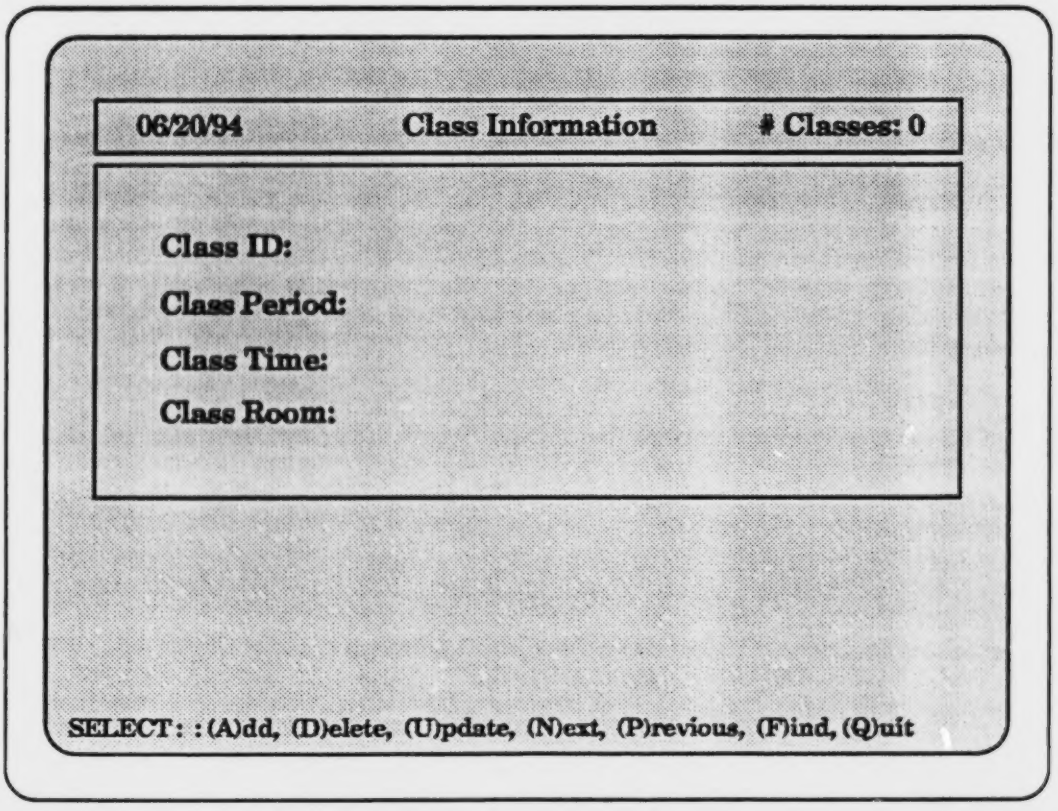
(F)ind allows you to search for and display the information for a specific school. When you press (F)ind, TPLANSYS positions the cursor in the school ID field and displays the following message below the data area: **Enter the School ID to search for.** Enter the ID of the school you wish to find, and TPLANSYS will move the cursor to the school ID field with the following message displayed: **Enter the School ID to search for or press enter.** You may now enter a school ID, and TPLANSYS will search the school file for the value you specified.

If TPLANSYS finds the school ID requested, the school information is displayed on the screen, and any (N)ext or (P)revious command continues from that point in the file. If TPLANSYS fails to find the name you specified, the following message is displayed: **The School ID is not found on the file -- Press any key.** Pressing any key returns you to the SELECT : : prompt and leaves your search criteria displayed on the screen. Any (N)ext or (P)revious command begins with the first record on the file.

(Q)uit returns you to the main menu of TPLANSYS. You should always exit to the main menu and leave TPLANSYS from that menu to avoid file damage. Never turn off the computer without using this (Q)uit function and exiting TPLANSYS properly.

Add/Update Class Information

This section of TPLANSYS is used to record information about each class maintained in your files. The information you input here prints on the front page of the student's training plan. Once you select "2" from the main menu, the following screen appears.



Option 2 Opening Screen

TPLANSYS allows you to maintain several fields of information for each class. In many cases the value you enter for one of these fields is used in subsequent processes. Therefore, it is important to be as thorough as possible when entering field information. The data you may provide for each field is described below. The fields are identified by the labels you see on the screen, and their lengths are given in parentheses.

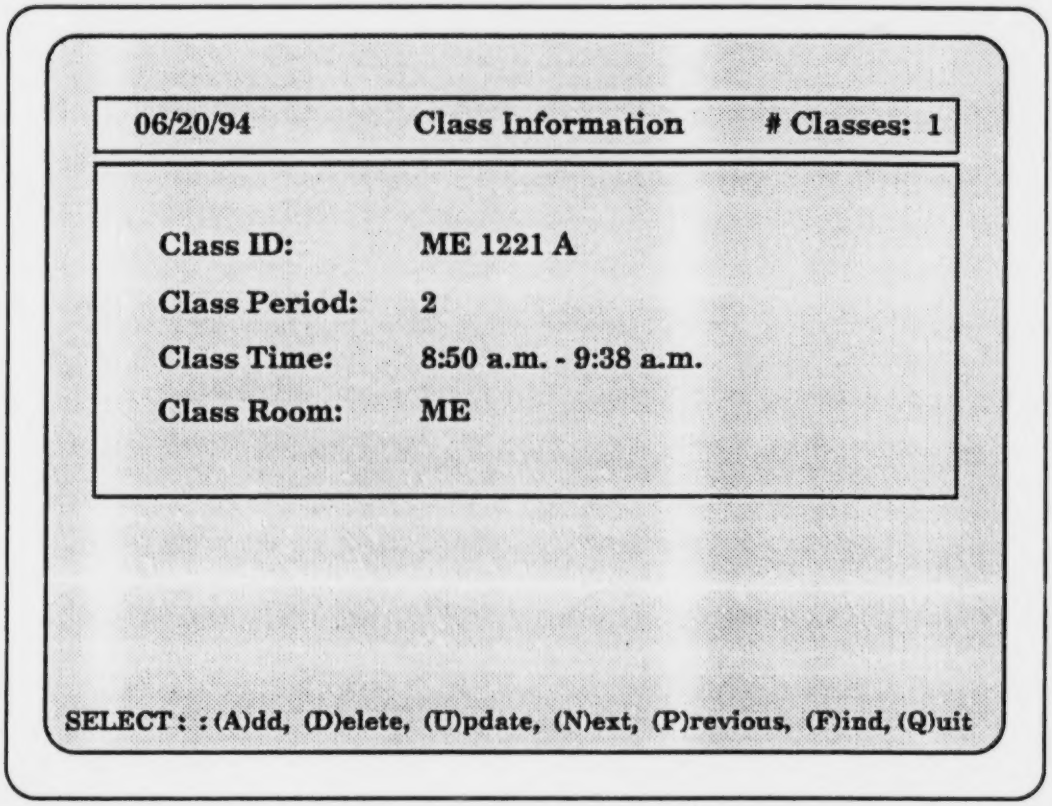
CLASS ID (10 characters)—Used to uniquely identify a class. You can use the same class number listed in your course catalog, including a section letter or number, so long as the total ID doesn't exceed ten characters.

CLASS PERIOD (2 characters)—The number representing the period in the school day during which the class is held.

CLASS TIME (25 characters)—The time of the class, such as 12:30 p.m. - 1:30 p.m.

CLASS ROOM (5 characters)—The room name/number.

A separate record is maintained for each class you teach. The records are maintained in alphabetical order by class ID field. The following is a sample class information file, as it might look after you have input data.



Sample Class Information File

(A)dd adds new class information to the file. (For more information about the (A)dd process, refer to the previous section.)

(D)elete completely removes class information from the file. (For more information about the (D)elete processes, refer to the previous section.)

(U)pdate works the same way as (A)dd, except that you are changing the information in an existing class record. (For more information about the (U)pdate process, refer to the previous section.)

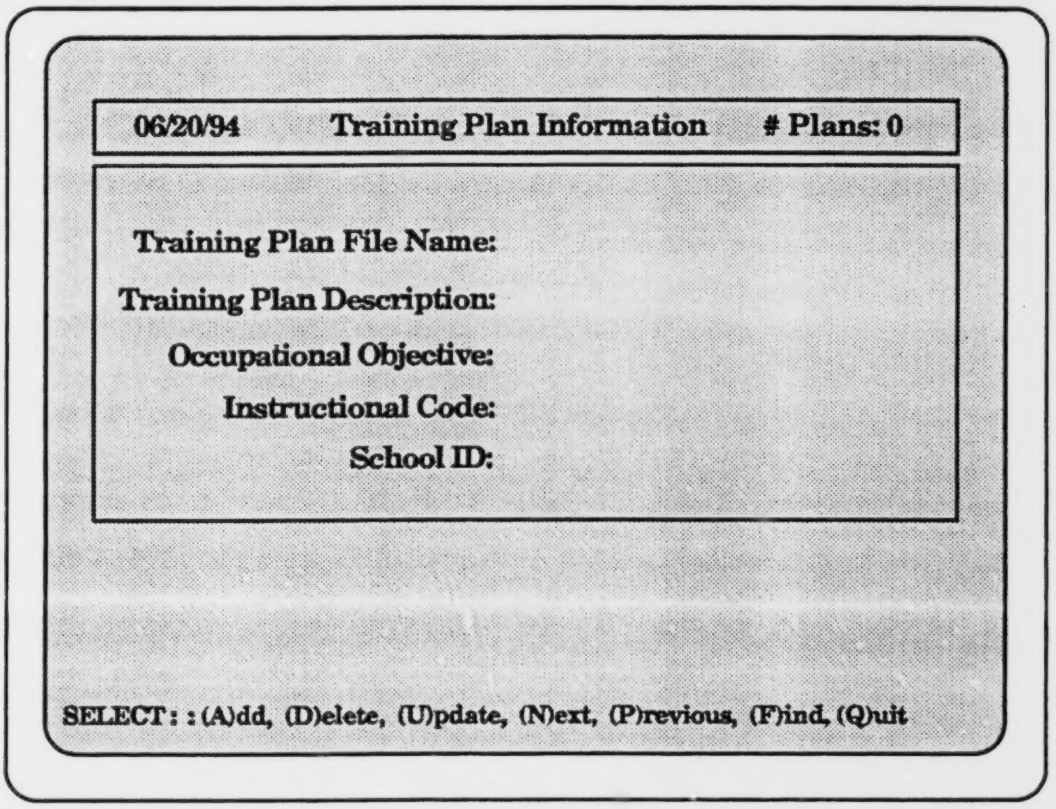
(N)ext and **(P)revious** position you at the information for classes. (For more information about the (N)ext and (P)revious process, refer to the previous section.)

(F)ind allows you to search for and display the information for a specific class. (For more information about the (F)ind process, refer to the previous section.)

(Q)uit returns you to the main menu of TPLANSYS. (For more information about the (Q)uit process, refer to the previous section.)

Add/Update Training Plan Information

This section of TPLANSYS is used to record information about each training plan maintained in your files. This information prints on the front page of the student's training plan. Once you select "3" from the main menu, the following screen appears.


06/20/94 Training Plan Information # Plans: 0
Training Plan File Name:
Training Plan Description:
Occupational Objective:
Instructional Code:
School ID:
SELECT: : (A)dd, (D)elete, (U)pdate, (N)ext, (P)revious, (F)ind, (Q)uit

Option 3 Opening Screen

TPLANSYS allows you to maintain several fields of information for each training plan. The data you may provide for each field is described below. The fields are identified by the labels you see on the screen, and their lengths are given in parentheses.

TRAINING PLAN FILE NAME (6 characters)—This field is used to uniquely identify a training plan. It is a valid 6-character DOS.TXT file name. The 24 .TXT files on this disk, and any you edit or create, must exist as separate DOS files created with a DOS text editor. Refer to Appendix A for a list of the 24 files provided on the TPLANSYS disk.

The file is an occupationally specific curriculum for the training position identified. This editing process is described in detail in a later section of this document. Each training plan provided on this disk is coded "ME," followed by an occupation code and

two numbers. Using the editing process described in detail in the "Maintaining Files" section, one or more of the 24 masters can be customized and/or completely new plans developed.

To ensure that your training plans will print as illustrated in this guide, you *must* activate each file. You must input the required training plan file information, which is printed at the top of each student training plan. If you select a training plan file name that has not been properly activated, the top of the first page of the printed training plan will have blank spaces instead of data.

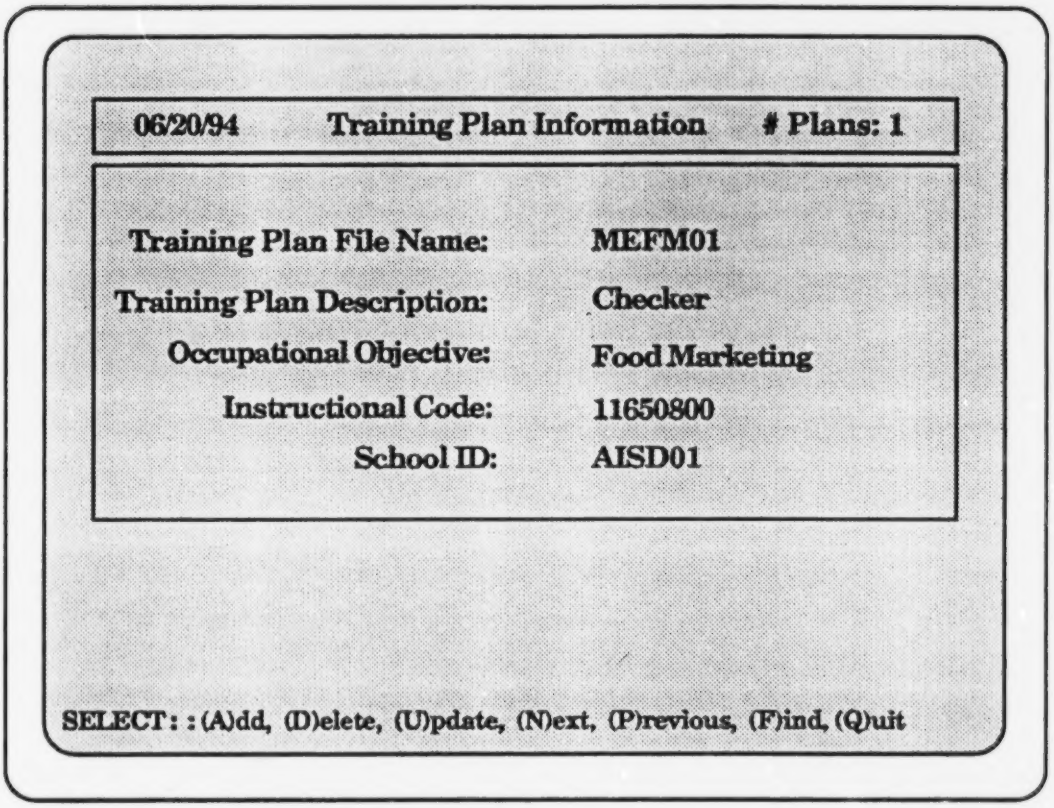
TRAINING PLAN DESCRIPTION (50 characters)—A description of the training position found on the training plan, such as cashier, salesperson, or stocker. Refer to Appendix A for descriptions of the 24 files provided on the TPLANSYS disk.

OCCUPATIONAL OBJECTIVE (25 characters)—The occupational objective of the training plan, such as food marketing or general merchandise retailing. Refer to Appendix A for occupational objectives for the 24 files.

INSTRUCTIONAL CODE (8 characters)—The state-recognized instructional code of the training plan, such as 11650800 for food marketing. Refer to Appendix A for the instructional codes for the 24 files.

SCHOOL ID (6 characters)—The school ID, which must match one of the schools entered in the school file of TPLANSYS.

A separate record is maintained for each of the 24 training plans provided on the accompanying disk. The records are maintained in alphabetical order by training plan file name field. You *must* insert your school ID for each file, as well as create new training plan information files for any new training plan "backs" you develop, so that TPLANSYS can access the information and print the newly-developed plans. The following is a sample training plan information file, as it might look after you have input data.


06/20/94 Training Plan Information # Plans: 1
Training Plan File Name: MEFM01
Training Plan Description: Checker
Occupational Objective: Food Marketing
Instructional Code: 11650800
School ID: AISD01
SELECT: : (A)dd, (D)elete, (U)pdate, (N)ext, (P)revious, (F)ind, (Q)uit

Sample Training Plan Information File

(A)dd adds new training plan information to the file. (For more information about the (A)dd process, refer to school information section.)

(D)elete completely removes training plan information from the file. (For more information about the (D)elete process, refer to school information section.)

(U)pdate works in the same way as (A)dd, except that you are changing the information in an existing training plan record. (For more information about the (U)pdate process, refer to school information section.)

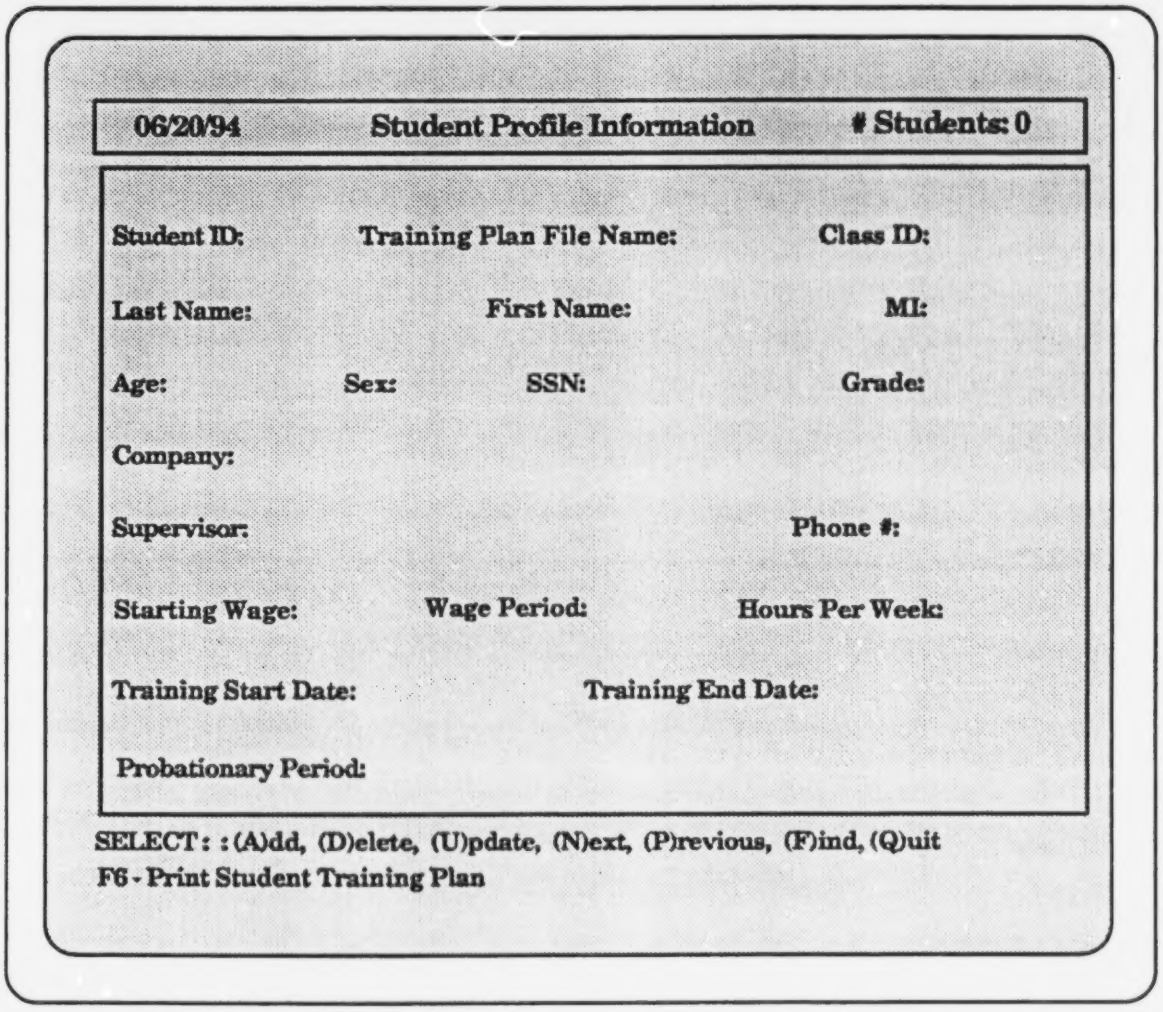
(N)ext and **(P)revious** position you at the information for training plans. (For more information about these processes, refer to the school information section.)

(F)ind allows you to search for and display the information for a specific training plan. (For more information about the (F)ind process, refer to school information section.)

(Q)uit returns you to the main menu of TPLANSYS. (For more information about the (Q)uit process, refer to school information section.)

Add/Update Student Profile Information

This section of TPLANSYS is used to record information about each student maintained in your files. The information you input here prints on the front page of the student's training plan. Once you select "4" from the main menu, the following screen appears.



Option 4 Opening Screen

TPLANSYS allows you to maintain several fields of information for each student. The data you may provide for each field is described in the following paragraphs. The fields are identified by the labels you see on the screen, and their lengths are given in parentheses.

STUDENT ID (6 characters)—Used to uniquely identify each student in your file. Use a simple scheme that is easy to remember, or the school's ID code already assigned to your student.

TRAINING PLAN FILE NAME (6 characters)—The name of the student's training plan. This name must match one of the training plans maintained in your training plan file.

CLASS ID (10 characters)—The class ID representing the student's class. This ID value must match one of the classes entered in your TPLANSYS class file.

LAST NAME (20 characters)—The student's last name.

FIRST NAME (20 characters)—The student's first name.

MIDDLE INITIAL (1 character)—The student's middle initial.

AGE (2 characters)—The student's age, as of September 1 of the current school year.

SEX (1 character)—The sex of the student (M or F).

SSN (11 characters)—The student's Social Security number, entered in nnn-nn-nnnn format, dashes included.

GRADE (2 characters)—The student's grade in school, expressed in numbers.

COMPANY (30 characters)—The name of the company employing the student.

SUPERVISOR (30 characters)—The name of the student's supervisor.

PHONE (20 characters)—The supervisor's work phone number.

STARTING WAGE (5 characters)—The student's starting pay. If the student's wage is paid on any basis other than by the hour (such as weekly or monthly), you will need to calculate the approximate hourly wage.

WAGE PERIOD (2 characters)—The code HR is used for hourly pay.

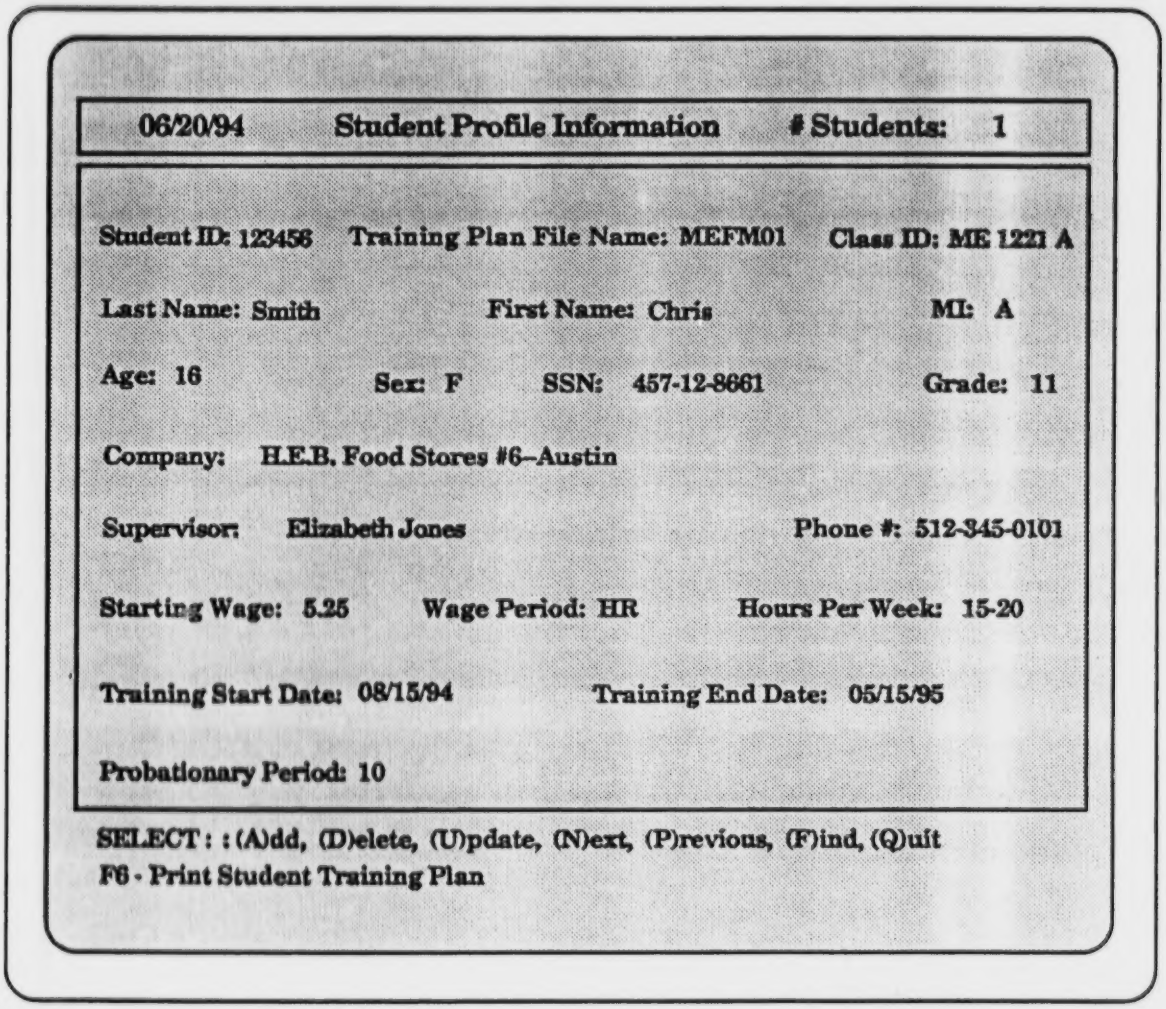
HOURS PER WEEK (5 characters)—The average number of hours the student works per week.

TRAINING START DATE (8 characters)—The expected or actual starting date of the student's training, which is entered in nn/nn/nn format, slashes included, such as 08/15/94.

TRAINING END DATE (8 characters)—The expected ending date of the student's training, which is entered in nn/nn/nn format, slashes included, such as 05/15/95.

PROBATIONARY PERIOD (3 characters)—The number of days of the student's employment probationary period. If there is no probationary period, enter zero.

A separate record is maintained for each student. The records are maintained in alphabetical order by Last Name, First Name fields. The following is a sample student profile information file, as it might look after you have input data.


06/20/94 Student Profile Information # Students: 1
Student ID: 123456 Training Plan File Name: MEFM01 Class ID: ME 1221 A
Last Name: Smith First Name: Chris MI: A
Age: 16 Sex: F SSN: 457-12-8661 Grade: 11
Company: H.E.B. Food Stores #6–Austin
Supervisor: Elizabeth Jones Phone #: 512-345-0101
Starting Wage: 5.25 Wage Period: HR Hours Per Week: 15-20
Training Start Date: 08/15/94 Training End Date: 05/15/95
Probationary Period: 10
SELECT: : (A)dd, (D)elete, (U)pdate, (N)ext, (P)revious, (F)ind, (Q)uit
F6 - Print Student Training Plan

Sample Student Profile Information File

(A)dd adds new student information to the file. (For more information about the (A)dd process, refer to school information section.)

(D)elete completely removes the student's information from the file. There is no need to keep files for students who have graduated or left your program. However, prior to deleting any student files, be sure to print a class list, which is useful for completing followup and other end-of-the-year reports. (For more information about the (D)elete process, refer to school information section.)

(U)pdate works the same way as (A)dd, except that you are changing the information in an existing student record. Use (F)ind to access the desired student profile information screen. Then, tab to the field needing to be changed. For example, if a student changes training stations, update only the fields that are different, such as company and supervisor. No changes of student

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demographic fields would be necessary. (For more information about the (U)pdate process, refer to school information section.)

(N)ext and **(P)revious** position you at the information for student profiles. (For more information about the (N)ext and (P)revious process, refer to school information section.)

(F)ind allows you to search for and display the information for a specific student. (For more information about the (F)ind processes, refer to school information section.)

(Q)uit returns you to the main menu of TPLANSYS. (For more information about the (Q)uit process, refer to school information section.)

Print Class Lists

This report gives you a quick review of all students in your classes by printing a separate list for each class you have on file in TPLANSYS. Below the class name is a list of the students enrolled in that class. A sample class list report is shown below.

06/20/94 Class Report -- All Students by Class Page 1

Class ID: ME 121 A Class Period: 2 Class Room: ME Class Time: 8:50 a.m. - 9:38 a.m.

Training Plan	Student ID	Last Name	First Name	MI	Grade	Age	Sex	SSN	Training Dates Start	End
MEAA01	236712	Brown	Beverly	S	12	17	F	334-12-9662	08/15/94	05/15/95
MEAA03	145609	Williams	Stan	M	11	16	M	489-90-9922	08/15/94	05/15/95
MEFM01	224378	Jones	Allen	M	12	18	M	986-20-4551	08/15/94	05/15/95
MEFM01	123456	Smith	Chris	A	11	16	F	457-12-8661	08/15/94	05/15/95
MEGM01	135690	Clark	Kevin	R	11	16	M	457-13-7341	08/15/94	05/15/95
MEGM03	231245	Miller	John	T	12	17	M	667-17-7789	08/15/94	05/15/95
MEGM05	226789	Thomas	Susan	M	12	17	F	790-10-3331	08/15/94	05/15/95

(This list would continue to include the rest of the students in this class, followed by lists for the teacher's next co-op classes, until all class lists have been printed.)

Sample Class List Printout

The report displays each student's name, grade, age, sex, Social Security number, and training start/end dates, along with the student's assigned ID and training plan file name. The class ID, period, room, and time are displayed for each class.

This report is printed from Option 5 of the main menu. You are asked whether you wish to print reports for all of your classes or print selectively. If you choose to print selectively, you are presented with a list of classes in a scrolling window. You simply need to highlight each class by positioning the cursor on it and pressing the space bar, which marks it with a check in the margin. When all desired classes are selected, press ENTER, and your list will be printed for the classes selected.

You need to be sure that the printer is turned on, or if you are in this option by mistake, press F10 to abort, which returns you to the main menu. Once printing has started, you may stop it at any time by pressing the ESC key.

NOTE: If you run into trouble while printing (a paper jam, for example), the safest way to deal with the situation is to exit the program through the 0 option and restart TPLANSYS from the C:> prompt.

Print Training Plans

Each student in your student file is enrolled in a co-op class you are teaching and therefore should have a training plan. This report prints a complete, two-page training plan for each student. It prints the details of the student's school, co-op class, personal, and employment information on the top half of the first page of the training plan. All information on the bottom half of the first page is included in a separate text file that you may change to meet your specific needs (refer to "Editing the TPCSHEET.TXT File" in the next section.)

TPLANSYS then automatically prints out a copy of the student's occupationally specific training plan curriculum as the second page, based on the training plan file name that you have already inserted when building the student profile screen. The text file containing the training plan curriculum is read and printed to give you complete information for the student's related instruction. The following is a sample two-page student training plan.

COOPERATIVE TRAINING PLAN

SCHOOL INFORMATION:

School District: Austin ISD School Campus: Anderson HS

Class Period: 2 Class Time: 8:50 a.m. - 9:38 a.m. Room #: ME

Program: Marketing Education

Occupational Objective: Food Marketing Instructional Code: 11650800

STUDENT INFORMATION:

Last Name: Smith First Name: Chris MI: A

Grade: 11 Sex: F SSN: 457-12-8661 Age: 16

EMPLOYMENT INFORMATION:

Company: H.E.B. Food Store #6-Austin

Supervisor: Elizabeth Jones Phone #: 512-345-0101

Starting Wage: $ 5.25 per HR for 15 hours per school week

Training Start Date: 08/15/94 Training End Date: 05/15/95

Probationary Period (if any): 10 days

Employer will:
1. provide basic training and technical information
2. vary the work experience to the fullest extent possible
3. provide input regarding the course of study in the student's related class
4. evaluate the student's progress, informally and in writing

Employee (student) will:
1. adhere to all company policies and regulations
2. diligently pursue prescribed course of study and on-the-job training
3. strive to improve knowledge, personal traits, and proficiency on the job

School will:
1. provide appropriate release time for student
2. coordinate classroom instruction with identified training needs
3. visit the training station at least once each grading period
4. confer with the student's supervisor regarding progress on the job

Employer and school will accept and assign students to employment without regard to race, color, national origin, sex, or disadvantage.

SIGNATURES:

Student _____ Employer _____

Parent/ Guardian _____ Teacher/ Coordinator _____

THIS IS NOT A CONTRACT
THIS PLAN MAY BE TERMINATED BY EITHER PARTY WITHOUT RECOURSE

"Front" of Sample Training Plan
(page 1 of individual report)

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD MARKETING--CHECKER--ME I

VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A. ENVIRONMENT CONDUCIVE TO SELLING		
1. Keep area clean, stocked, organized	____	1. SmkCS-A 8; ME-C 26
2. Change reg. tape quickly, correctly	____	2.
3. Be helpful, friendly, courteous, professional	____	3. QCS-C 2; ME-C 12
4. Maintain good customer relations	____	4. SmkCS-A 1; ME-C 23; HR 21,23
B. PROCESS SALES TRANSACTIONS		
1. Know product/department codes	____	1. SmkCS-A 8
2. Scan/key-enter items, correcting mistakes	____	2. Math-A 8; ME-C 18
3. Identify produce items correctly	____	3. SmkCS-A 5,6,7
4. Redeem food stamps, coupons	____	4. SmkCS-A 9
5. Follow procedures for returns, voids	____	5. Math-A 9; ME-C 18,28
6. Collect payment from customers, make change as required	____	6. Math-A 7; MA 50
7. Give receipt/bag purchase as required	____	7. SmkCS-A 7
8. Thank customers for their business	____	8. QCS-Step 4; ME-C 17; SE 115
C. MAINTAIN SECURITY/SAFETY		
1. Use proper lifting, etc. techniques	____	1. SmkCS-A 10
2. Know/follow safety policies and emergency procedures	____	2. SmkCS-A 10; ME-C 27; RM 2
3. Recognize shoplifters, security risks	____	3. SmkCS-A 9; ME-C 18,27,28
4. Follow procedures when selling regulated items (tobacco, alcohol)	____	4.
D. MAINTAIN CUSTOMER SERVICE ATTITUDE		
1. Greet every customer with a smile	____	1. SmkCS-A 8; ME-C 10
2. Check customer's order pleasantly, accurately, and effectively	____	2. SmkCS-A 8; ME-C 18
3. Help customers locate items in store	____	3. SmkCS-A 2; ME-C 13
4. Thank every customer when leaving	____	4. SmkCS-A 8; ME-C 17; SE 115
E. PERSONAL/PROFESSIONAL DEVELOPMENT		
1. Know and follow policies/procedures	____	1. SmkCS-A 3
2. Maintain good working relationships	____	2. PtoS-A 8; ME-C 10; HR 9
3. Assist in other areas of store	____	3. SmkM-A 3,7; ME-C 22,26
4. Maintain good communication skills	____	4. PtoS-A 15; ME-C 9
5. Develop/maintain good work habits and skills	____	5. 1st 30-all; ME-C 10; HR 11, 13

"Back" of Sample Training Plan
(page 2 of individual report)

The report is selected from Option 6 of the main menu. You are asked whether you wish to print training plans for all students or print selectively. If you choose to selectively print training plans, you are presented with a list of students in a scrolling window. You simply need to highlight the student names by positioning the cursor on the name and pressing the space bar, which marks them with a check in the margin. When all names are selected, press ENTER, and your training plans will be printed for the students selected.

NOTE: If you run into trouble while printing (a paper jam, for example), the safest way to deal with the situation is to exit the program through the 0 option and restart TPLANSYS from the C:> prompt.

Maintaining Files in the System

EDITING TRAINING PLAN TEXT FILES

A list of the file names and descriptions for the 24 training plan "backs" included on this disk is found in Appendix A. This information is useful in determining which marketing-related training positions have industry-validated competencies and related study assignments already developed for them. Obviously, many additional valid, and approvable, ME training positions exist for your students and TPLANSYS provides you with the means to customize plans according to the individual needs of your students.

The 24 files include a number of instructional resources, such as the state-adopted textbooks for Marketing Education I and Marketing and Management (ME II), occupationally specific materials available from EIMC/Educational Resources and other publishers, and MarkED's LAPs. This wide variety of resources is given so that you as a teacher can see that several options are available to help you in providing the related instruction. However, you may or may not have access to one or more of the resources listed on the training plans. TPLANSYS offers you the capability of modifying the file to reflect the materials you have and use with your students. Refer to Appendix B for the 24 training plan "backs" and to Appendix C for the codes for the instructional materials used for the related study assignments.

Naming files. The training plan curriculum files provided with TPLANSYS are a series of special text files using the naming format nnnnnn.TXT where "nnnnnn" is a maximum of six (6) characters long (for example: MEFM01.TXT). Each file contains the industry-validated competencies and related study assignments for the particular training plan. Each file name is entered in the training plan file for TPLANSYS. The student profile contains the name of this file, which will be printed each time a training plan report is requested. These files are stored in the same directory as your TPLANSYS files.

Editing existing files. Since training plan files are DOS text files, they may be edited in several ways:

- Use any DOS text editor.
- Type EDIT at the DOS prompt, if you have DOS version 5.0 or greater.
- Use your word-processing software, remembering to save the file as a text file in your TPLAN directory and not to use word-processing formatting features, such as bold, underline, etc.

For example, if you do not have MarkED's LAPs and wish to delete them from the training plans you will generate for your co-op students, simply call up the file as outlined above, delete the references, save the file with a new file name (so that you don't change the master file), and add your file name to the list in Appendix D for future reference. By selecting Option 3 from the main menu, you can add this changed training plan file record to TPLANSYS. You may then use this training plan name in a student's profile record.

Adding new files. You may add additional files to the system by simply adding a new name in the six-character, nnnnnn.TXT format. Simply edit this file to contain the information you wish to print and save it with your editor. Then add a new entry with the same file name to the TPLANSYS training plan file information.

For example, suppose you wish to add MEFM10.TXT as a training plan curriculum for convenience store clerks. Create and save the file MEFM10.TXT in your DOS directory. By select-

ing Option 3 from the main menu, you can add this new training plan file record to TPLANSYS. You may then use this training plan name in a student's profile record.

EDITING THE TPCSHEET.TXT FILE

TPCSHEET.TXT is a special DOS text file that is printed on the first sheet of each student's training plan. This information is printed after all student information is printed at the top of the first sheet. You and/or your school administrator or student's employer may wish to change the wording of one or more of these sections to reflect individual needs. TPLANSYS allows you to make any desired changes easily and quickly.

You may change the contents of the file to suit your needs by editing the file with your favorite DOS editor. The number of lines of text in this file should not exceed 25 lines, or the student's cover sheet will flow onto two pages.

FIXING CORRUPTED TPLANSYS DATA AND INDEX FILES

Occasionally, the data files or index files for TPLANSYS will become corrupted. This may occur if the power has been accidentally shut off to your computer while you are editing information in TPLANSYS. You will be presented with an error screen if this situation occurs.

A utility program, named FILEFIX, has been provided to correct this problem without loss of data. Make sure you are in the DOS directory where your TPLANSYS files are located, and then execute the FILEFIX program from the DOS prompt with the following command:

```
C:>FILEFIX          <enter>
```

FILEFIX will read each of your files and rebuild them so that they are usable.

BACKUP PROCEDURES FOR FILES

It is extremely important that you regularly back up your data files for TPLANSYS. You should use your favorite DOS backup program to copy the files to floppy diskettes. Backup all files that end with .DAT and .IX DOS extensions. Additionally, if you add any training plan files, you should back up files that end in .TXT extensions.

You may also use simple DOS copy commands to back up the files. The commands are:

```
C:>COPY *.DAT A:    <enter>
C:>COPY *.IX A:     <enter>
```

These commands will copy the data files to the floppy diskette in the A: drive on your computer.

Appendix A

List of Training Plan File Names and Descriptions

NOTE: The last two characters of the file names are numbers, so be sure to input a zero, *not* the letter "O."

Occupational Objective		*Instructional Code*
APPAREL AND ACCESSORIES		**11650750**
MEAA01	Apparel and Accessories—Salesperson—ME I	
MEAA02	Apparel and Accessories—Salesperson—Mktg and Mgt (ME II)	
MEAA03	Apparel and Accessories—Stocker—ME I	
MEAA04	Apparel and Accessories—Stocker—Mktg and Mgt (ME II)	
BUSINESS AND PERSONAL SERVICES MARKETING		**11651500**
MEBP01	Business/Personal Services Marketing—Customer Service Representative—ME I	
MEBP02	Business/Personal Services Marketing—Customer Service Representative—Mktg and Mgt (ME II)	
FOOD MARKETING		**11650800**
MEFM01	Food Marketing—Checker—ME I	
MEFM02	Food Marketing—Checker—Mktg and Mgt (ME II)	
MEFM03	Food Marketing—Stocker—ME I	
MEFM04	Food Marketing—Stocker—Mktg and Mgt (ME II)	
MEFM05	Food Marketing—Department Manager/Supervisor—Mktg and Mgt (ME II)	
FOOD SERVICE MANAGEMENT		**11652300**
MEFS01	Food Service Management—Quick Serve Crew Leader—ME I	
MEFS02	Food Service Management—Quick Serve Crew Leader—Mktg and Mgt (ME II)	
MEFS03	Food Service Management—Quick Serve Manager—Mktg and Mgt (ME II)	
MEFS04	Food Service Management—Restaurant Waitperson—ME I	
MEFS05	Food Service Management—Restaurant Waitperson—Mktg and Mgt (ME II)	
MEFS06	Food Service Management—Restaurant Manager—Mktg and Mgt (ME II)	
GENERAL MERCHANDISE RETAILING		**11651700**
MEGM01	General Merchandise Retailing—Salesperson—ME I	
MEGM02	General Merchandise Retailing—Salesperson—Mktg and Mgt (ME II)	

MEGM03	General Merchandise Retailing—Cashier—ME I
MEGM04	General Merchandise Retailing—Cashier—Mktg and Mgt (ME II)
MEGM05	General Merchandise Retailing—Stocker—ME I
MEGM06	General Merchandise Retailing—Stocker—Mktg and Mgt (ME II)
MEGM07	General Merchandise Retailing—Department Manager/Supervisor—Mktg and Mgt (ME II)

Appendix B

Training Plan Backs Included on Disk

NOTE: Training plan "backs" for the 24 positions indicated in Appendix A are included as separate .TXT files on the TPLANSYS disk. When printed on a dot matrix printer, they will look like the ones illustrated in the "Print Training Plans" section of this guide. Depending on the type of printer you have, your finished product may look different.

The following "backs" have been formatted on the Macintosh used to produce this guide, so they look different than those generated with the limitations of the DOS text editor. You may prefer to input this information in the word-processing application of your choice, whether PC compatible, Macintosh, or other.

You may use these industry-validated "backs" as photocopy masters if you do not wish to use the software package.

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

APPAREL & ACCESSORIES—SALESPERSON—ME I

VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A. PERSONAL/PROFESSIONAL DEVELOPMENT		
1. Know and follow policies/procedures	____	1. GMg-A 3
2. Professional attitude, dress, etc.	____	2. PtoS-A 1-8; ME-C 45; HR 13
3. Maintain good working relationships	____	3. GMg-A 2; ME-C 10; HR 9
4. Maintain good work habits and skills	____	4. 1st 30-all; ME-C 10
5. Demonstrate pride in self, job	____	5. QCS-C1; HR 2, 11, 13
B. MAINTAIN INVENTORY AND STOCK		
1. Monitor stock for worn, damaged goods	____	1. GMg-A 5
2. Ensure that goods are properly tagged	____	2. ApMk-A 14; ME-C 25
3. Price/reprice merchandise	____	3. GMg-A 10, 15; Math-A 11, 12; ME-C 25
4. Prepare stock for sales floor	____	4. ApMk-A 14; ME-C 25
5. Assist in taking physical inventory	____	5. GMg-A 11; Math-A 13; ME-C 26
C. ENVIRONMENT CONDUCIVE TO SELLING		
1. Keep areas neat, clean, well stocked	____	1. ApMk-A 14; GMg-A 15; DS 4
2. Maintain familiarity with goods and their location in store	____	2. ApMk-A 13; ME-C 13; SE 104
3. Be helpful, friendly, courteous	____	3. ApMk-A 13; ME-C 12
4. Maintain good customer relations	____	4. QCS-C 1-4; ME-C 23; HR 21, 23
D. SELL MERCHANDISE AND SERVICES		
1. Monitor/respond to customer traffic	____	1. ApMk-A 13; ME-C 14; SE 101
2. Listen to determine customer needs	____	2. QCS-C 2; ME-C 15; SE 102
3. Inform customers about goods/location	____	3. QCS-C 3; ME-C 15
4. Assist customers in dressing rooms	____	4. ApMk-A 15
5. Close sale, suggest related services	____	5. ApMk-A 13; ME-C 17; SE 107
E. PROCESS SALES TRANSACTIONS		
1. Prepare sales slips, paperwork for services	____	1. Math-A 9; ME-C 18, 28; MA 46, 47, 48, 49
2. Scan/key-enter sales into register	____	2. Math-A 8; ME-C 18
3. Get checks, credit cards approved	____	3. ME-C 18, 28
4. Make change if necessary	____	4. Math-A 7; ME-C 18; MA 50
5. Give customers receipt, reassurance	____	5. ME-C 17
6. Thank customers for their business	____	6. QCS-C 4; ME-C 17; SE 115
F. MAINTAIN SECURITY/SAFETY		
1. Recognize shoplifters, security risks	____	1. ApMk-A 15; ME-C 18, 27, 28; MA 45
2. Monitor/report suspicious behaviors	____	2. ME-C 27
3. Follow procedures to prevent fraud	____	3. GMg-A 9; ME-C 18, 27, 28

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

APPAREL & ACCESSORIES-SALESPERSON-MKTG & MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. AA-C 3; RMk-C 26
2.	Professional attitude, dress, etc.	____	2. Att-p.31-63; RMk-C 23; HR 13
3.	Maintain good working relationships	____	3. Att-C 4, 7; RMk-C 20; HR 9
4.	Maintain good work habits and skills	____	4. Att-C 3; RMk-C 5; HR 10
5.	Demonstrate pride in self, job	____	5. AA-C 3; RMk-C 19; HR 2,11,12
B.	**MAINTAIN INVENTORY AND STOCK**		
1.	Monitor stock for worn, damaged goods	____	1. AA-C 12
2.	Ensure goods are properly tagged	____	2. AA-C 12; RMk-C 48
3.	Price/reprice merchandise	____	3. AA-C 11; RMk-C 48
4.	Prepare stock for sales floor	____	4. AA-C 12; RMk-C 48
5.	Assist in taking physical inventory	____	5. AA-C 11; RMk-C 53
C.	**ENVIRONMENT CONDUCIVE TO SELLING**		
1.	Keep areas neat, clean, well stocked	____	1. AA-C 12; DS 4
2.	Maintain familiarity with goods and their location in store	____	2. ApMk-A 13; RMk-C 30; SE 104
3.	Be helpful, friendly, courteous	____	3. AA-C 3; RMk-C 30
4.	Maintain good customer relations	____	4. AA-C 15; RMk-C 22; HR 21, 23
D.	**SELL MERCHANDISE AND SERVICES**		
1.	Monitor/respond to customer traffic	____	1. AA-C 15; RMk-C 30; SE 101
2.	Listen to determine customer needs	____	2. AA-C 15; RMk-C 31; SE 102, 103, 112
3.	Inform customers about goods/location	____	3. QCS-C 3; RMk-C 33
4.	Assist customers in dressing rooms	____	4. AA-C 15
5.	Close sale, suggest related services	____	5. AA-C 15; RMk-C 33; SE 107, 108, 110
E.	**PROCESS SALES TRANSACTIONS**		
1.	Prepare sales slips, paperwork for services	____	1. Math-A 9; AA-C 4; RMk-C 50; MA 46, 47, 48, 49
2.	Scan/key-enter sales into register	____	2. Math-A 8; AA-C 4; RMk-C 50
3.	Get checks, credit cards approved	____	3. AA-C 16; RMk-C 50
4.	Make change if necessary	____	4. Math-A 7; RMk-C 50; MA 50
5.	Give customers receipt, reassurance	____	5. AA-C 15; RMk-C 33; SE 107
6.	Thank customers for their business	____	6. QCS-C 4; RMk-C 50; SE 115
F.	**MAINTAIN SECURITY/SAFETY**		
1.	Recognize shoplifters, security risks	____	1. AA-C 16; RMk-C 49, 50
2.	Monitor/report suspicious behaviors	____	2. AA-C 16; RMk-C 49
3.	Follow procedures to prevent fraud	____	3. AA-C 16; RMk-C 49, 50; MA 45

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

APPAREL & ACCESSORIES–STOCKER–ME I

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**RECEIVE GOODS**		
1.	Check paperwork for accuracy	____	1. PD-A 13; Math-A 11; ME-C 25
2.	Check carton, goods for damage	____	2. PD-A 14; ME-C 25
3.	Unpack carton, check goods with packing slip/invoice	____	3. PD-A 11; Math-A 11; ME-C 25
4.	Move goods to appropriate area	____	4. PD-A 10; ME-C 25
B.	**HANDLE PROBLEMS WITH SHIPMENT**		
1.	Record problem on proper form	____	1. PD-A 14; ME-C 25
2.	Obtain decision on how to handle it	____	2. PD-A 14; ME-C 25
3.	Carry out decision	____	3. PD-A 14; ME-C 25
C.	**SHIP AND TRANSFER GOODS**		
1.	Pull goods from stock if necessary	____	1. PD-A 6; ME-C 25
2.	Prepare goods for shipment/transfer	____	2. PD-A 7; ME-C 25
3.	Label goods for shipment/transfer	____	3. PD-A 8; ME-C 25
4.	Move goods to pick-up area	____	4. PD-A 8; ME-C 25
D.	**PREPARE SALES FLOOR FOR THE DAY**		
1.	Clean, stock sales floor with goods	____	1. GMg-A 5; PD-A 15; ME-C 25
2.	Ensure sales merchandise or substitute is on sales floor	____	2. PD-A 15; ME-C 25
3.	Create merchandise displays as needed	____	3. GMg-A 12; ME-C 22
E.	**PREPARE MERCHANDISE FOR SALES FLOOR**		
1.	Remove coverings, change hangers	____	1.
2.	Prepare, attach price tags	____	2. PD-A 12; Math-A 11; ME-C 25
3.	Prepare, attach tag on repriced items	____	3. GMg-A 10; Math-A 12; ME-C 25
4.	Attach security chains, sensor tags	____	4. PD-A 12
F.	**MAINTAIN STOCKROOM AND SECURITY**		
1.	Keep area clean, clear, organized	____	1. GMg-A 5; ME-C 25
2.	Place new stock in correct location	____	2. PD-A 17; ME-C 25
3.	Use proper lifting, etc. techniques	____	3. PD-A 4; ME-C 27; RM 2
4.	Use tools, equipment properly/safely	____	4. PD-A 4; ME-C 27; RM 2
5.	Know/follow safety policies and emergency procedures	____	5. PD-A 4; ME-C 27; RM 2
G.	**ASSIST WITH PHYSICAL INVENTORY**		
1.	Restock sales floor	____	1. GMg-A 11; ME-C 26
2.	Locate, organize goods properly	____	2. PD-A 15; ME-C 26; DS 4
3.	Remove damaged goods to holding area	____	3. PD-A 15; ME-C 25; DS 4
H.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know, follow policies/procedures	____	1. GMg-A 3
2.	Maintain good working relationships	____	2. GMg-A 2; ME-C 10; HR 9
3.	Maintain good communication skills	____	3. PtoS-A 15; ME-C 9
4.	Maintain good work habits and skills	____	4. 1st 30-all; ME-C 10; HR 11

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

APPAREL & ACCESSORIES–STOCKER–MKTG & MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**RECEIVE GOODS**		
1.	Check paperwork for accuracy	____	1. AA-C 12; RMk-C 47; DS 5
2.	Check carton, goods for damage	____	2. AA-C 12; RMk-C 47
3.	Unpack carton, check goods with packing slip/invoice	____	3. AA-C 12; RMk-C 47
4.	Move goods to appropriate area	____	4. PD-A 10; RMk-C 47
B.	**HANDLE PROBLEMS WITH SHIPMENT**		
1.	Record problem on proper form	____	1. AA-C 12; RMk-C 47
2.	Obtain decision on how to handle it	____	2. AA-C 12; RMk-C 47
3.	Carry out decision	____	3. AA-C 12; RMk-C 47
C.	**SHIP AND TRANSFER GOODS**		
1.	Pull goods from stock if necessary	____	1. AA-C 11; RMk-C 48
2.	Prepare goods for shipment/transfer	____	2. AA-C 11; RMk-C 48
3.	Label goods for shipment/transfer	____	3. AA-C 11; RMk-C 48
4.	Move goods to pick-up area	____	4. AA-C 11; RMk-C 48
D.	**PREPARE SALES FLOOR FOR THE DAY**		
1.	Clean, stock sales floor with goods	____	1. GMg-A 5; PD-A 15; RMk-C 48
2.	Ensure sales merchandise or substitute is on sales floor	____	2. PD-A 15; RMk-C 48
3.	Create merchandise displays as needed	____	3. AA-C 14; RMk-C 42, 43
E.	**PREPARE MERCHANDISE FOR SALES FLOOR**		
1.	Remove coverings, change hangers	____	1. AA-C 12
2.	Prepare, attach price tags	____	2. AA-C12; RMk-C 48
3.	Prepare, attach tag on repriced items	____	3. AA-C 4; RMk-C 48
4.	Attach security chains, sensor tags	____	4. PD-A 12
F.	**MAINTAIN STOCKROOM AND SECURITY**		
1.	Keep area clean, clear, organized	____	1. AA-C 12
2.	Place new stock in correct location	____	2. AA-C 12; RMk-C 48
3.	Use proper lifting, etc. techniques	____	3. PD-C 4; RM 2
4.	Use tools, equipment properly/safely	____	4. PD-A 4; RMk-C 25; RM 2
5.	Know/follow safety policies and emergency procedures	____	5. PD-A 4; RMk-C 25; RM 2
G.	**ASSIST WITH PHYSICAL INVENTORY**		
1.	Restock sales floor	____	1. GMg-A 11; RMk-C 48
2.	Locate, organize goods properly	____	2. AA-C 12; RMk-C 48; DS 4
3.	Remove damaged goods to holding area	____	3. PD-A 15; RMk-C 47; DS 4
H.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know, follow policies/procedures	____	1. Att-C 3; RMk-C 26
2.	Maintain good working relationships	____	2. Att-C 4, 7; RMk-C 20; HR 9
3.	Maintain good communication skills	____	3. AA-C 3; RMk-C 21
4.	Maintain good work habits and skills	~~40~~	4. Att-all; RMk-C 19; HR 11

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

BUS./PERS. SVC. MKTG.–CUST SVC REP–ME I

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**UNDERSTAND SERVICE CONCEPT**		
1.	Recognize that services are intangible	____	1. QCS-intro; ME-C 1; PP 1
2.	Recognize that services are inseparable from service provider	____	2. ME-C 35
B.	**ENVIRONMENT CONDUCIVE TO SELLING**		
1.	Keep area clean, well organized	____	1. GMg-A 15; ME-C 26; DS 4
2.	Maintain familiarity with merchandise and service	____	2. QCS-C 3; ME-C 13; SE 104
3.	Be helpful, friendly, courteous	____	3. QCS-C 2; ME-C 10; HR 20
C.	**MAINTAIN CUSTOMER SERVICE ATTITUDE**		
1.	Greet every customer with a smile	____	1. GMg-A 7; ME-C 10
2.	Identify needs of customers	____	2. QCS-C 2; ME-C 15
3.	Explain, demonstrate product/service	____	3. GMg-A 7; ME-C 15; SE 103, 113
4.	Complete order pleasantly, accurately, and effectively	____	4. GMg-A 6, 9; ME-C 17
5.	Increase number of repeat customers	____	5. GMg-A 6, 7; ME-C 17; SE 115
D.	**PROCESS SALES TRANSACTIONS**		
1.	Scan/key-enter items or write sales order, correcting mistakes	____	1. Math-A 8; ME-C 18, 28; MA 46, 47, 48, 49
2.	Follow procedures for returns, voids, charges	____	2. GMg-A 9; Math-A 9; ME-C 18, 28; MA 45, 49
3.	Give receipt, thank customer	____	3. QCS-C 4; ME-C 17, 18; SE 115
E.	**MAINTAIN SECURITY/SAFETY**		
1.	Use tools, equipment properly/safely	____	1. GMg-A 5; ME-C 27; RM 2
2.	Know/follow safety policies and emergency procedures	____	2. GMg-A 5; ME-C 27; RM 2
3.	Recognize shoplifters, security risks	____	3. GMg-A 9; ME-C 18, 27, 28; MA 45
F.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. GMg-A 3
2.	Exceed company hygiene standards	____	2. PtoS-A 2, 3, 4; HR 13
3.	Maintain good working relationships	____	3. PtoS-A 8; ME-C 10; HR 9
4.	Improve communication skills	____	4. PtoS-A 15; ME-C 9

BEST COPY AVAILABLE

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

BUS./PERS. SVC. MKTG.–CUST SVC REP–MKTG & MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**UNDERSTAND SERVICE CONCEPT**		
1.	Recognize that services are intangible	____	1. GMR-C 5; RMk-C 2; PP 1
2.	Recognize that services are inseparable from service provider	____	2. GMR-C 7; RMk-C 6
B.	**ENVIRONMENT CONDUCIVE TO SELLING**		
1.	Keep area clean, well organized	____	1. GMR-C 13; RMk-C 23; DS 4
2.	Maintain familiarity with merchandise and service	____	2. GMR-C 6; RMk-C 30; SE 104
3.	Be helpful, friendly, courteous	____	3. GMR-C 11; RMk-C 23; HR 20
C.	**MAINTAIN CUSTOMER SERVICE ATTITUDE**		
1.	Greet every customer with a smile	____	1. GMR-C 11; RMk-C 24
2.	Identify needs of customers	____	2. GMR-C 11; RMk-C 31
3.	Explain, demonstrate product/service	____	3. GMR-C 11; RMk-C 32; SE 103, 113
4.	Complete order pleasantly, accurately, and effectively	____	4. GMR-C 3; RMk-C 50
5.	Increase number of repeat customers	____	5. GMR-C 7; RMk-C 35; SE 115
D.	**PROCESS SALES TRANSACTIONS**		
1.	Scan/key-enter items or write sales order, correcting mistakes	____	1. GMR-C 4; RMk-C 50; MA 46, 47, 48, 49
2.	Follow procedures for return, voids, charges	____	2. GMR-C 4; Math-A 9; RMk-C 50; MA 45, 49
3.	Give receipt, thank customer	____	3. RMk-C 50; SE 115
E.	**MAINTAIN SECURITY/SAFETY**		
1.	Use tools, equipment properly/safely	____	1. PD-A 4; RMk-C 25; RM 2
2.	Know/follow safety policies and emergency procedures	____	2. RMk-C 15, 25; RM 2
3.	Recognize shoplifters, security risks	____	3. QCS-C 2, 3, 4; RMk-C 49, 50; HR 21, 23; MA 45
F.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. GMR-C 3; RMk-C 35, 51
2.	Exceed company hygiene standards	____	2. GMR-C 11; RMk-C 23; HR 13
3.	Maintain good working relationships	____	3. GMR-C 3; RMk-C 20; HR 9
4.	Improve communication skills	____	4. GMR-C 3, 11; RMk-C 19, 23; HR 11, 13

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD MARKETING-CHECKER-ME I

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**ENVIRONMENT CONDUCIVE TO SELLING**		
1.	Keep area clean, stocked, organized	____	1. SmkCS-A 8; ME-C 26
2.	Change reg. tape quickly, correctly	____	2.
3.	Be helpful, friendly, courteous, professional	____	3. QCS-C 2; ME-C 12
4.	Maintain good customer relations	____	4. SmkCS-A 1; ME-C 23; HR 21,23
B.	**PROCESS SALES TRANSACTIONS**		
1.	Know product/department codes	____	1. SmkCS-A 8
2.	Scan/key-enter items, correcting mistakes	____	2. Math-A 8; ME-C 18
3.	Identify produce items correctly	____	3. SmkCS-A 5,6,7
4.	Redeem food stamps, coupons	____	4. SmkCS-A 9
5.	Follow procedures for returns, voids	____	5. Math-A 9; ME-C 18,28
6.	Collect payment from customers, make change as required	____	6. Math-A 7; MA 50
7.	Give receipt/bag purchase as required	____	7. SmkCS-A 7
8.	Thank customers for their business	____	8. QCS-Step 4; ME-C 17; SE 115
C.	**MAINTAIN SECURITY/SAFETY**		
1.	Use proper lifting, etc. techniques	____	1. SmkCS-A 10
2.	Know/follow safety policies and emergency procedures	____	2. SmkCS-A 10; ME-C 27; RM 2
3.	Recognize shoplifters, security risks	____	3. SmkCS-A 9; ME-C 18, 27, 28
4.	Follow procedures when selling regulated items (tobacco, alcohol)	____	4.
D.	**MAINTAIN CUSTOMER SERVICE ATTITUDE**		
1.	Greet every customer with a smile	____	1. SmkCS-A 8; ME-C 10
2.	Check customer's order pleasantly, accurately, and effectively	____	2. SmkCS-A 8; ME-C 18
3.	Help customers locate items in store	____	3. SmkCS-A 2; ME-C 13
4.	Thank every customer when leaving	____	4. SmkCS-A 8; ME-C 17; SE 115
E.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. SmkCS-A 3
2.	Maintain good working relationships	____	2. PtoS-A 8; ME-C 10; HR 9
3.	Assist in other areas of store	____	3. SmkM-A 3,7; ME-C 22,26
4.	Maintain good communication skills	____	4. PtoS-A 15; ME-C 9
5.	Develop/maintain good work habits and skills	____	5. 1st 30-all; ME-C 10; HR 11, 13

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD MARKETING-CHECKER-MKTG & MGT (ME II)

VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A. ENVIRONMENT CONDUCIVE TO SELLING		
1. Keep area clean, stocked, organized	____	1. FM-C 3; RMk-C 23
2. Change reg. tape quickly, correctly	____	2.
3. Be helpful, friendly, courteous, professional	____	3. FM-C 3; RMk-C 23
4. Maintain good customer relations	____	4. FM-C 3; RMk-C 22, 23, 24; HR 21, 23
B. PROCESS SALES TRANSACTIONS		
1. Know product/department codes	____	1. FM-C 10; RMk-C 50
2. Scan/key-enter items, correcting mistakes	____	2. FM-C 10; Math-A 8; RMk-C 50
3. Identify produce items correctly	____	3. FM-C 7
4. Redeem food stamps, coupons	____	4. FM-C 10; RMk-C 40
5. Follow procedures for returns, voids	____	5. FM-C 10; Math-A 9; RMk-C 50
6. Collect payment from customers, make change as required	____	6. FM-C 10; Math-A 7; MA 50
7. Give receipt/bag purchase as required	____	7. FM-C 10; RMk-C 50
8. Thank customers for their business	____	8. FM-C 10; RMk-C 50; SE 115
C. MAINTAIN SECURITY/SAFETY		
1. Use proper lifting, etc. techniques	____	1. PD-A 4; RMk-C 25; RM 2
2. Know/follow safety policies and emergency procedures	____	2. FM-C 5, 15; RMk-C 15, 25; RM 2
3. Recognize shoplifters, security risks	____	3. FM-C 10; RMk-C 49, 50; MA 45
4. Follow procedures when selling regulated items (tobacco, alcohol)	____	4.
D. MAINTAIN CUSTOMER SERVICE ATTITUDE		
1. Greet every customer with a smile	____	1. FM-C 3; RMk-C 24
2. Check customer's order pleasantly, accurately, and effectively	____	2. FM-C 3; RMk-C 50
3. Help customers locate items in store	____	3. RMk-C 30
4. Thank every customer when leaving	____	4. FM-C 3; RMk-C 23; SE 115
E. PERSONAL/PROFESSIONAL DEVELOPMENT		
1. Know and follow policies/procedures	____	1. FM-C 15; RMk-C 35,51
2. Maintain good working relationships	____	2. FM-C 10; RMk-C 20; HR 9
3. Assist in other areas of store	____	3. FM-C 12,14; RMk-C 6, 42, 48
4. Maintain good communication skills	____	4. FM-C 3; RMk-C 21, 24
5. Develop/maintain good work habits and skills	____	5. FM-C 10; RMk-C 19, 23; HR 11, 13

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD MARKETING-STOCKER-ME I

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**RECEIVE MERCHANDISE**		
1.	Check carton, goods for damage	____	1. SmkM-A 7; ME-C 25
2.	Move goods to appropriate area	____	2. PD-A 10; ME-C 25
3.	Check goods by invoice/packing slip	____	3. PD-A 11; ME-C 25; DS 5
B.	**HANDLE PROBLEMS WITH GOODS RECEIVED**		
1.	Record problem on proper form	____	1. PD-A 14; ME-C 25
2.	Obtain decision on how to handle it	____	2. PD-A 14; ME-C 25
C.	**PREPARE STOCK AND SALES AREAS**		
1.	Clean sales and stock floors	____	1. SmkCS-A 10
2.	Remove any out-of-place items	____	2. PD-A 15
3.	Perform visual check for needed items	____	3. PD-A 15
4.	After rotating items, stock shelves	____	4. SmkM-A 3, 7; ME-C 25
5.	Hang advertising signs, shelf tags	____	5. SmkM-A 4
D.	**MAINTAIN STOCKROOM AND INVENTORY**		
1.	Keep area, goods clean and organized	____	1. PD-A 15; ME-C 26; DS 4
2.	Place new stock in correct location	____	2. SmkM-A 7; ME-C 25
3.	Rotate merchandise	____	3. SmkM-A 7; ME-C 26
4.	Count merchandise, record findings	____	4. PD-A 18; ME-C 26
E.	**MAINTAIN SECURITY/SAFETY**		
1.	Use proper lifting, etc. techniques	____	1. PD-A 4; RM 2
2.	Use tools, equipment properly/safely	____	2. SmkM-A 7; ME-C 27; RM 2
3.	Keep areas clean, walkways clear	____	3. PD-A 18; ME-C 27; RM 2
4.	Know/follow safety policies and emergency procedures	____	4. SmkCS-A 3; ME-C 27; RM 2
5.	Know/follow sanitation standards	____	5. SmkM-A 9
F.	**MAINTAIN CUSTOMER SERVICE ATTITUDE**		
1.	Help customers locate items in store	____	1. SmkM-A 5; SmkCS-A 3; ME-C 13
2.	Answer questions about products	____	2. SmkM-A 5; SmkCS-A 3; ME-C 13
3.	Respond to customer requests/refer them to appropriate person	____	3. SmkM-A 5; HR 21, 23
G.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. SmkCS-A 3
2.	Maintain good working relationships	____	2. GMg-A 2; ME-C 10; HR 9
3.	Maintain good communications skills	____	3. PtoS-A 15; ME-C 9
4.	Develop/maintain good work habits and skills	____	4. 1st 30-all; ME-C 10; HR 11, 13

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD MARKETING—STOCKER—MKTG & MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**RECEIVE MERCHANDISE**		
1.	Check carton, goods for damage	____	1. FM-C 12; RMk-C 47
2.	Move goods to appropriate area	____	2. FM-C 12; RMk-C 47
3.	Check goods by invoice/packing slip	____	3. FM-C 12; RMk-C 47; DS 5
4.	Prepare, distribute paperwork	____	4. FM-C 12; RMk-C 47; DS 5
B.	**HANDLE PROBLEMS WITH GOODS RECEIVED**		
1.	Record problem on proper form	____	1. FM-C 12; RMk-C 47
2.	Obtain decision on how to handle it	____	2. FM-C 12; RMk-C 47
3.	Prepare, distribute paperwork	____	3. FM-C 12; RMk-C 47; DS 5
C.	**PREPARE STOCK AND SALES AREAS**		
1.	Clean sales and stock floors	____	1. FM-C 5
2.	Remove any out-of-place items	____	2. RMk-C 48
3.	Perform visual check for needed items	____	3. FM-C 11; RMk-C 53
4.	After rotating items, stock shelves	____	4. FM-C 12; RMk-C 47, 48
5.	Hang advertising signs, shelf tags	____	5. FM-C 14; RMk-C 42
D.	**MAINTAIN STOCKROOM AND INVENTORY**		
1.	Keep area, goods clean and organized	____	1. FM-C 12; RMk-C 48; DS 4
2.	Place new stock in correct location	____	2. FM-C 12; RMk-C 47
3.	Rotate merchandise	____	3. FM-C 12; RMk-C 48
4.	Count merchandise, record findings	____	4. FM-C 11; RMk-C 53
5.	Distribute paperwork as required	____	5. FM-C 11; RMk-C 53
E.	**MAINTAIN SECURITY/SAFETY**		
1.	Use proper lifting, etc. techniques	____	1. PD-A 4; RMk-C 25; RM 2
2.	Use tools, equipment properly/safely	____	2. FM-C 12; RMk-C 25; RM 2
3.	Keep areas clean, walkways clear	____	3. FM-C 5; RMk-C 25; RM 2
4.	Know/follow safety policies and emergency procedures	____	4. FM-C 5, 15; RMk-C 15, 25; RM 2
5.	Know/follow sanitation standards	____	5. FM-C 6, 7, 8, 9
F.	**MAINTAIN CUSTOMER SERVICE ATTITUDE**		
1.	Help customers locate items in store	____	1. FM-C 3; RMk-C 30
2.	Answer questions about products	____	2. QCS-C 2; RMk-C 30
3.	Respond to customer requests/refer them to appropriate person	____	3. QCS-C 3, 4; HR 21, 23
G.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. FM-C 15; RMk-C 35, 51
2.	Maintain good working relationships	____	2. Att-C 4; RMk-C 20; HR 9
3.	Maintain good communications skills	____	3. FM-C 3; RMk-C 21, 24
4.	Develop/maintain good work habits and skills	____	4. Att-C 1, 3, 7; RMk-C 19, 23; HR 11, 13

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

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FOOD MARKETING—DEPT. MGR./SUPERV.—MKTG & MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**PLAN DAILY OPERATIONS FOR DEPT.**		
1.	Prepare/adjust dept. work schedule	____	1. GMg-A 15; RMk-C 25
2.	Assign duties to workers	____	2. GMg-A 15; RMk-C 8
B.	**MONITOR BACKSTOCK CONDITIONS**		
1.	Order and receive merchandise and supplies	____	1. FM-C 11, 12; Math-A 11, 25; RMk-C 47, 53, 55; DS 5
2.	Ensure that goods are properly stored and backroom is neat and clean	____	2. PD-A 15, 16, 17; RMk-C 48; DS 5
3.	Keep most economic quantity of goods	____	3. FM-C 11; RMk-C 53
C.	**MONITOR STOCK ON SALES FLOOR**		
1.	Ensure identification of needed items	____	1. PD-A 15; RMk-C 48
2.	Ensure rotation of older merchandise	____	2. PD-A 15; RMk-C 48
3.	Ensure items are priced, displayed	____	3. FM-C 14; RMk-C 42, 48
D.	**TRAIN NEW EMPLOYEES**		
1.	Provide instruction in security, store policies, sales, recordkeeping	____	1. FM-C 15; GMg-A 15; RMk-C 26; MN 44
2.	Perform on-the-job training	____	2. FM-C 15; RMk-C 26; MN 42
3.	Evaluate employee performance	____	3. PtoS-A 18; RMk-C 8, 36
E.	**IMPROVE CUSTOMER SERVICE ATTITUDE**		
1.	Respond to customer needs	____	1. SmkM-A 5; RMk-C 30, 31
2.	Resolve customer problems/refer to store manager	____	2. GMg-A 9; RMk-C 22; HR 23
3.	Promote good public relations	____	3. RMk-C 35, 40; SE 115
F.	**MAINTAIN SECURITY/SAFETY**		
1.	Ensure that pallets are emptied, floors mopped, empty boxes crushed, etc.	____	1. GMg-A 5; RMk-C 48
2.	Use tools, equipment properly/safely	____	2. FM-C 12; RMk-C 25; RM 2
3.	Know/follow safety policies and emergency procedures	____	3. RMk-C 15, 25; RM 2
4.	Report shoplifting, employee theft	____	4. FM-C 15; RMk-C 49
G.	**PERFORM ADDL. MANAGEMENT DUTIES**		
1.	Open/close department	____	1. GMg-A 15
2.	Prepare sales and inventory reports	____	2. Math-A 13, 21, 22, 32; RMk-C 53, 54, 57
H.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Maintain good working relationships	____	1. FM-C 3; RMk-C 20, 27; HR 9; MN 40, 45, 47
2.	Demonstrate pride in self, job	____	2. QCS-C 1; RMk-C 19, 27; HR 2, 11, 12
3.	Participate in professional/personal development activities	____	3. RMk-C 3; CD 1; MN 41, 50

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD SERVICE MGT.—QUICK-SERVE CREW LEADER—ME I

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**CLEAN AND SANITIZE FOOD AREAS**		
1.	Clean, sanitize equipment/utensils	____	1. FSM-A 14
2.	Clean, sanitize work/storage areas	____	2. FSM-A 14
3.	Know, follow pest control procedures	____	3. FSM-A 14
B.	**PREPARE AND SERVE BEVERAGES**		
1.	Brew, serve coffee, tea, soft drinks	____	1.
2.	Prepare, serve milk/milk products	____	2.
3.	Prepare, serve fruit juice beverages	____	3.
C.	**PREPARE COLD FOODS**		
1.	Prepare salads and salad dressings	____	1.
2.	Prepare cold sandwiches, if offered	____	2.
D.	**IMPROVE CUSTOMER RELATIONS**		
1.	Receive, process telephone orders	____	1.
2.	Interpret menu and take food orders	____	2. FSM-A 9; ME-C 15
3.	Fill some or all of customer's order	____	3.
4.	Suggest additional food items	____	4. ME-C 17; SE 110
5.	Use cash register/credit card machine	____	5. Math-A 8, 9; ME-C 18, 28
6.	Count change and issue receipt	____	6. Math-A 7; ME-C 18; MA 50
E.	**MAINTAIN SECURITY/SAFETY**		
1.	Exceed personal hygiene standards	____	1. PtoS-A 2, 3, 4; HR 13
2.	Use tools, equipment properly/safely	____	2. FSM-A 7, 15; ME-C 27; RM 2
3.	Know, follow health/safety policies	____	3. FSM-A 15; ME-C 27; RM 2
4.	Know, follow fire and first aid procedures	____	4. FSM-A 15; ME-C 27; RM 2
5.	Report accidents and employee thefts	____	5. FSM-A 15; ME-C 27; RM 2
F.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Maintain good working relationships	____	1. FSM-A 19; ME-C 10; HR 9
2.	Demonstrate pride in self, job	____	2. QCS-C 1; HR 2, 11, 12

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD SERVICE MGT.-QUICK-SERVE CREW LEADER-MKGT & MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**CLEAN AND SANITIZE FOOD AREAS**		
1.	Clean, sanitize equipment/utensils	____	1. RsM-C 9
2.	Clean, sanitize work/storage areas	____	2. RsM-C 9
3.	Know, follow pest control procedures	____	3. RsM-C 9
B.	**PREPARE AND SERVE BEVERAGES**		
1.	Brew, serve coffee, tea, soft drinks	____	1. RsM-C 6
2.	Prepare, serve milk/milk products	____	2. RsM-C 6
3.	Prepare, serve fruit juice beverages	____	3. RsM-C 6
C.	**PREPARE COLD FOODS**		
1.	Prepare salads and salad dressings	____	1. RsM-C 6
2.	Prepare cold sandwiches, if offered	____	2. RsM-C 6
D.	**IMPROVE CUSTOMER RELATIONS**		
1.	Receive, process telephone orders	____	1. RsM-C 4; RMk-C 24
2.	Interpret menu and take food orders	____	2. RsM-C 2, 6; RMk-C 29, 31, 33
3.	Fill some or all of customer's order	____	3. RsM-C 12
4.	Suggest additional food items	____	4. RsM-C 12; RMk-C 33; SE 110
5.	Use cash register/credit card machine	____	5. RsM-C 5; Math-A 8, 9; RMk-C 50
6.	Count change and issue receipt	____	6. RsM-C 5; Math-A 7; RMk-C 50; MA 50
E.	**MAINTAIN SECURITY/SAFETY**		
1.	Exceed personal hygiene standards	____	1. RsM-C 4; RMk-C 23; HR 13
2.	Use tools, equipment properly/safely	____	2. RsM-C 9; RMk-C 15, 25; RM 2
3.	Know, follow health/safety policies	____	3. RsM-C 9; RMk-C 25; RM 2
4.	Know, follow fire and first aid procedures	____	4. RsM-C 9; RMk-C 25; RM 2
5.	Report accidents and employee thefts	____	5. RsM-C 11; RMk-C 49, 50; RM 2
F.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Maintain good working relationships	____	1. RsM-C 4; RMk-C 20; HR 9
2.	Demonstrate pride in self, job	____	2. RsM-C 4; QCS-C 1; HR 2, 11, 12

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DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

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FOOD SERVICE MGT.—QUICK-SERVE MANAGER—MKTG AND MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**PLAN DAILY OPERATIONS FOR DEPT.**		
1.	Prepare/adjust work schedule	____	1. RsM-C 14; RMk-C 25
2.	Assign duties to employees	____	2. RsM-C 14; RMk-C 8
3.	Expedite work, assisting employees	____	3. RsM-C 14
B.	**MONITOR BACKSTOCK CONDITIONS**		
1.	Inventory food and supplies	____	1. RsM-C 10, 11; RMk-C 53
2.	Order, receive, and store food and supplies	____	2. FSM-A 10; RsM-C 10, 11; RMk-C 55
C.	**MANAGE HUMAN RESOURCES**		
1.	Provide instruction in policies	____	1. FSM-C 18; RMk-C 26; MN 44
2.	Perform on-the-job training	____	2. FSM-A 18; RMk-C 26; MN 44
3.	Provide ongoing employee evaluation	____	3. PtoS-A 18; RMk-C 8, 36
D.	**IMPROVE CUSTOMER RELATIONS**		
1.	Greet guests, as required	____	1. FSM-A 8; RMk-C 30
2.	Interpret menu, take food orders	____	2. FSM-A 8; RMk-C 33
3.	Operate register/credit card machine	____	3. RsM-C 5; RMk-C 50
4.	Respond promptly to customer needs	____	4. FSM-C 8; RMk-C 31
5.	Resolve customer problems	____	5. RsM-C 12; RMk-C 33
6.	Promote good public relations	____	6. FSM-A 8; RMk-C 40
E.	**MAINTAIN SECURITY/SAFETY**		
1.	Ensure that employees meet personal hygiene standards	____	1. RsM-C 4; RMk-C 23; HR 13
2.	Ensure that all areas are clean and sanitized	____	2. FSM-A 14; RsM-C 9
3.	Use tools, equipment properly/safely	____	3. FSM-A 15; RsM-C 9
4.	Know, follow health/safety procedures	____	4. FSM-A 15; RsM-C 9
5.	Document accidents, employee thefts	____	5. FSM-A 15; RsM-C 11; RMk-C 49
F.	**PERFORM ADDL. MANAGEMENT DUTIES**		
1.	Open/close restaurant	____	1. GMg-A 15
2.	Monitor labor expenses, productivity	____	2. FSM-A 21; RMk-C 27
G.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Maintain good working relationships	____	1. RsM-C 4; RMk-C 20; HR 9
2.	Demonstrate pride in self, job	____	2. RsM-C 4; QCS-C 1; HR 2, 11, 12
3.	Develop time management skills	____	3. PtoS-A 17; RMk-C 25

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD SERVICE MGT.—RESTAURANT WAITPERSON—ME I

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**CLEAN AND SANITIZE FOOD AREAS**		
1.	Clean, sanitize equipment, utensils, and tableware	____	1. FSM-A 14
2.	Clean, sanitize work/storage areas	____	2. FSM-A 14
B.	**PERFORM SET UP, SERVICE, AND CLEAN UP**		
1.	Set up room for table service/buffet	____	1. FSM-A 3
2.	Set up tables for selected service	____	2. FSM-A 3
3.	Replenish food, beverages, condiments	____	3.
4.	Clean up after serving a meal	____	4.
5.	Store leftover food properly	____	5.
C.	**PREPARE AND SERVE BEVERAGES**		
1.	Brew, serve coffee, tea, soft drinks	____	1.
2.	Prepare, serve milk/milk products	____	2.
3.	Prepare, serve fruit juice beverages	____	3.
D.	**PREPARE COLD FOODS**		
1.	Prepare garnishes, food trays, etc.	____	1.
2.	Prepare salads and cold sandwiches	____	2.
E.	**IMPROVE CUSTOMER RELATIONS**		
1.	Greet, seat guests and give menus	____	1.
2.	Interpret menu and take food orders	____	2. FSM-A 19; ME-C 15
3.	Serve each order	____	3. FSM-A 15
4.	Monitor guests during meal	____	4.
5.	Refill beverages, suggest other items	____	5. ME-C 17; SE 110
6.	Present check to customer	____	6.
7.	Use cash register/credit card machine	____	7. Math-A 7, 8, 9; ME-C 18, 28; MA 50
8.	Remove dishes from table, if needed	____	8. FSM-A 15
F.	**MAINTAIN SECURITY/SAFETY**		
1.	Exceed personal hygiene standards	____	1. PtoS-A 2, 3, 4; HR 13
2.	Use tools, equipment properly/safely	____	2. FSM-A 7, 15; ME-C 27; RM 2
3.	Know, follow health/safety policies	____	3. FSM-A 15; ME-C 27; RM 2
4.	Know, follow fire and first aid procedures	____	4. FSM-A 15; ME-C 27; RM 2
5.	Report accidents and employee theft	____	5. FSM-A 15; ME-C 27; RM 2
G.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Maintain good working relationships	____	1. FSM-A 19; ME-C 10; HR 9
2.	Demonstrate pride in self, job	____	2. QCS-C 1; HR 2, 11, 12

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

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FOOD SERVICE MGT.—RESTAURANT WAITPERSON—MKTG AND MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**CLEAN AND SANITIZE FOOD AREAS**		
1.	Clean, sanitize equipment, utensils, and tableware	____	1. RsM-C 9
2.	Clean, sanitize work/storage areas	____	2. RsM-C 9
B.	**PERFORM SET UP, SERVICE, AND CLEAN UP**		
1.	Set up room for table service/buffet	____	1.
2.	Set up tables for selected service	____	2. RsM-C 8
3.	Replenish food, beverages, condiments	____	3. RsM-C 12
4.	Clean up after serving a meal	____	4. RsM-C 9
5.	Store leftover food properly	____	5.
C.	**PREPARE AND SERVE BEVERAGES**		
1.	Brew, serve coffee, tea, soft drinks	____	1. RsM-C 6
2.	Prepare, serve milk/milk products	____	2. RsM-C 6
3.	Prepare, serve fruit juice beverages	____	3. RsM-C 6
D.	**PREPARE COLD FOODS**		
1.	Prepare garnishes, food trays, etc.	____	1. RsM-C 6
2.	Prepare salads and cold sandwiches	____	2. RsM-C 6
E.	**IMPROVE CUSTOMER RELATIONS**		
1.	Greet, seat guests and give menus	____	1. RsM-C 4, 12
2.	Interpret menu and take food orders	____	2. RsM-C 6, 12; RMk-C 29, 31, 33
3.	Serve each order	____	3. RsM-C 8
4.	Monitor guests during meal	____	4.
5.	Refill beverages, suggest other items	____	5. RsM-C 12; SE 110
6.	Present check to customer	____	6. RsM-C 12
7.	Use cash register/credit card machine	____	7. RsM-C 5, 12; Math-A 7, 8; RMk-C 50; MA 50
8.	Remove dishes from table, if needed	____	8. RsM-C 12
F.	**MAINTAIN SECURITY/SAFETY**		
1.	Exceed personal hygiene standards	____	1. RsM-C 4; RMk-C 23; HR 13
2.	Use tools, equipment properly/safely	____	2. RsM-C 9; RMk-C 15, 25; RM 2
3.	Know, follow health/safety policies	____	3. RsM-C 9; RMk-C 25; RM 2
4.	Know, follow fire and first aid procedures	____	4. RsM-C 9; RMk-C 25; RM 2
5.	Report accidents and employee theft	____	5. RsM-C 11; RMk-C 49, 50; RM 2
G.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Maintain good working relationships	____	1. RsM-C 4; RMk-C 20; HR 9
2.	Demonstrate pride in self, job	____	2. RsM-C 4; QCS-C 1; HR 2, 11, 12

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

FOOD SERVICE MGT.—RESTAURANT MANAGER—MKTG AND MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**PLAN DAILY OPERATIONS FOR DEPT.**		
1.	Prepare/adjust work schedule	____	1. RsM-C 14; RMk-C 25
2.	Assign duties to employees	____	2. RsM-C 14; RMk-C 8
B.	**MONITOR BACKSTOCK CONDITIONS**		
1.	Inventory food, supplies, tableware	____	1. RsM-C 10, 11; RMk-C 53
2.	Order, receive, and store food, supplies, and tableware	____	2. FSM-A 10; RsM-C 10, 11; RMk-C 55
C.	**MANAGE HUMAN RESOURCES**		
1.	Interview, hire applicants	____	1. FSM-A 17; RsM-C 14
2.	Provide instruction in policies	____	2. FSM-C 18; RMk-C 26; MN 44
3.	Perform on-the-job training	____	3. FSM-A 18; RMk-C 26; MN 44
4.	Provide ongoing employee evaluation	____	4. PtoS-A 18; RMk-C 8, 36
D.	**IMPROVE CUSTOMER RELATIONS**		
1.	Greet guests, as required	____	1. FSM-A 8; RMk-C 30
2.	Interpret menu, take food orders	____	2. FSM-A 8; RMk-C 33
3.	Operate register/credit card machine	____	3. RsM-C 5; RMk-C 50
4.	Respond promptly to customer needs	____	4. FSM-C 8; RMk-C 31
5.	Resolve customer problems	____	5. RsM-C 12; RMk-C 33
6.	Promote good public relations	____	6. FSM-A 8; RMk-C 40
E.	**MAINTAIN SECURITY/SAFETY**		
1.	Ensure that employees meet personal hygiene standards	____	1. RsM-C 4; RMk-C 23; HR 13
2.	Ensure that all areas are clean and sanitized	____	2. FSM-A 14; RsM-C 9
3.	Know, follow pest control procedures	____	3. FSM-A 14; RsM-C 9
4.	Use tools, equipment properly/safely	____	4. FSM-A 15; RsM-C 9
5.	Know, follow health/safety procedures	____	5. FSM-A 15; RsM-C 9
6.	Document accidents, employee thefts	____	6. FSM-A 15; RsM-C 11; RMk-C 49
F.	**PERFORM ADDL. MANAGEMENT DUTIES**		
1.	Open/close restaurant	____	1. GMg-A 15
2.	Use computer system, as required	____	2. FSM-A 22; RMk-C 13, 50, 53
3.	Prepare sales and inventory reports	____	3. FSM-A 10; Math-A 13, 21, 22, 32; RMk-C 53, 54, 57
G.	**DEVELOP MARKETING STRATEGIES**		
1.	Determine target market	____	1. FSM-A 3; RsM-C 3
2.	Conduct customer satisfaction survey	____	2. FSM-A 8, 9; RsM-C 3
H.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Maintain good working relationships	____	1. RsM-C 4; RMk-C 20; HR 9
2.	Demonstrate pride in self, job	____	2. RsM-C 4; QCS-C 1; HR 2, 11, 12
3.	Develop time management skills	____	3. PtoS-A 17; RMk-C 25

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

GEN. MDSE. RETG.–SALESPERSON–ME I

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**MAINTAIN INVENTORY/STOCK**		
1.	Price/reprice merchandise	____	1. GMg-A 10, 15; ME-C 25
2.	Assist in physical inventory	____	2. GMg-A 11; Math-A 13; ME-C 26
B.	**ENVIRONMENT CONDUCIVE TO SELLING**		
1.	Keep areas clean, stocked, organized	____	1. GMg-A 15; ME-C 26
2.	Keep merchandise displayed, tagged	____	2. GMg-A 12; ME-C 25
3.	Maintain familiarity with merchandise and its location	____	3. GMg-A 10; SE 104
C.	**MAINTAIN SECURITY/SAFETY**		
1.	Use proper lifting, etc. techniques	____	1. GMg-A 5; RM 2
2.	Know/follow safety policies and emergency procedures	____	2. GMg-A 5; ME-C 27; RM 2
3.	Recognize shoplifters, security risks	____	3. GMg-A 9; ME-C 18, 27, 28; MA 45
D.	**MAINTAIN CUSTOMER SERVICE ATTITUDE**		
1.	Greet every customer with a smile	____	1. GMg-A 7; ME-C 10
2.	Process transactions pleasantly, accurately, and effectively	____	2. GMg-A 6, 9; ME-C 18
3.	Help customer locate items in store	____	3. GMg-A 5
4.	Thank every customer when leaving	____	4. GMg-A 7; ME-C 17
5.	Help other salespeople	____	5.
E.	**SELL MERCHANDISE AND RELATED SERVICES**		
1.	Listen to determine customer needs	____	1. QCS-C 2; ME-C 13, 15; SE 102
2.	Inform customers about items/location	____	2. QCS-C 3; ME-C 13
3.	Translate features into benefits	____	3. ME-C 13; SE 113
4.	Close sale, use suggestion selling	____	4. GMg-A 7, 8; ME-C 17; SE 107
5.	Prepare sales slips or scan/key-enter	____	5. Math-A 8, 9; ME-C 18, 28; MA 46, 47, 48, 49
6.	Obtain approval for checks, credit	____	6. ME-C 18, 28
7.	Make change as required	____	7. Math-A 7; MA 50
8.	Give customers receipt, goods, and reassurance	____	8. ME-C 17
9.	Thank customers for their business	____	9. QCS-C 4; ME-C 17; SE 115
F.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. GMg-A 3
2.	Maintain good working relationships	____	2. GMg-A 2; HR 9
3.	Maintain good communication skills	____	3. PtoS-A 15; ME-C 9
4.	Maintain good work habits and skills	____	4. 1st 30-all; ME-C 10; HR 11, 13

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

GEN. MDSE. RETG.—SALESPERSON—MKTG & MGT (ME II)

VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A. MAINTAIN INVENTORY/STOCK		
1. Price/reprice merchandise	____	1. GMR-C 12; RMk-C 48
2. Assist in physical inventory	____	2. GMR-C 13; RMk-C 53
B. ENVIRONMENT CONDUCIVE TO SELLING		
1. Keep areas clean, stocked, organized	____	1. GMR-C 13; RMk-C 48; DS 4
2. Keep merchandise displayed, tagged	____	2. GMR-C 10, 13; RMk-C 42
3. Maintain familiarity with merchandise and its location	____	3. GMR-C 6; RMk-C 30; SE 104
C. MAINTAIN SECURITY/SAFETY		
1. Use proper lifting, etc. techniques	____	1. PD-A 4; RMk-C 25; RM 2
2. Know/follow safety policies and emergency procedures	____	2. RMk-C 15, 25; RM 2
3. Recognize shoplifters, security risks	____	3. QCS-C 2, 3, 4; RMk-C 49, 50; HR 21, 23; MA 45
D. MAINTAIN CUSTOMER SERVICE ATTITUDE		
1. Greet every customer with a smile	____	1. GMR-C 11; RMk-C 24
2. Process transactions pleasantly, accurately, and effectively	____	2. GMR-C 3; RMk-C 50
3. Help customer locate items in store	____	3. GMR-C 11; RMk-C 30
4. Thank every customer when leaving	____	4. GMR-C 11; RMk-C 23
5. Help other salespeople	____	5.
E. SELL MERCHANDISE AND RELATED SERVICES		
1. Listen to determine customer needs	____	1. GMR-C 11; RMk-C 31; SE 102
2. Inform customers about items/location	____	2. GMR-C 6; RMk-C 30
3. Translate features into benefits	____	3. GMR-C 7; RMk-C 32,33; SE 113
4. Close sale, use suggestion selling	____	4. GMR-C 11; RMk-C 33
5. Prepare sales slips or scan/key-enter	____	5. GMR-C 4; RMk-C 50; MA 46, 47, 48, 49
6. Obtain approval for checks, credit	____	6. GMR-C 4; RMk-C 34, 50
7. Make change as required	____	7. GMR-C 4; Math-A 7; MA 50
8. Give customers receipt, goods, and reassurance	____	8. RMk-C 50
9. Thank customers for their business	____	9. RMk-C 50; SE 115
F. PERSONAL/PROFESSIONAL DEVELOPMENT		
1. Know and follow policies/procedures	____	1. GMR-C 3; RMk-C 35, 51
2. Maintain good working relationships	____	2. GMR-C 3; RMk-C 20; HR 9
3. Maintain good communication skills	____	3. GMR-C 3; RMk-C 21, 24
4. Maintain good work habits and skills	____	4. GMR-C 3, 11; RMk-C 19, 23; HR 11, 13

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

GEN. MDSE. RETG.–CASHIER–ME I

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**ENVIRONMENT CONDUCIVE TO SELLING**		
1.	Keep area clean, stocked, organized	____	1. GMg-A 15; ME-C 26; DS 4
2.	Change reg. tape quickly, correctly	____	2.
3.	Maintain familiarity with merchandise and its location	____	3. GMg-A 10; SE 104
4.	Be helpful, friendly, courteous	____	4. QCS-C 2; ME-C 12
5.	Maintain good customer relations	____	5. GMg-A 6; ME-C 23; HR 21, 23
B.	**PROCESS SALES TRANSACTIONS**		
1.	Scan/key-enter, correcting mistakes	____	1. Math-A 8; ME-C 18
2.	Redeem promotional coupons	____	2.
3.	Follow procedures for returns, voids, charges	____	3. Math-A 9; ME-C 18, 28
4.	Collect payment, make change	____	4. Math-A 7; ME-C 18; MA 50
5.	Give receipt, package merchandise	____	5.
6.	Thank customers for their business	____	6. QCS-C 4; ME-C 17; SE 115
C.	**MAINTAIN SECURITY/SAFETY**		
1.	Use tools, equipment properly/safely	____	1. GMg-A 5; ME-C 27; RM 2
2.	Know/follow safety policies and emergency procedures	____	2. GMg-A 5; ME-C 27; RM 2
3.	Recognize shoplifters, security risks	____	3. GMg-A 9; ME-C 18, 27, 28; MA 45
4.	Follow procedures when selling regulated items (glue, tobacco, etc.)	____	4.
D.	**MAINTAIN CUSTOMER SERVICE ATTITUDE**		
1.	Greet every customer with a smile	____	1. GMg-A 7; ME-C 10
2.	Check orders pleasantly, accurately, and effectively	____	2. GMg-A 6, 9; ME-C 18
3.	Help customers locate items in store	____	3. GMg-A 5
4.	Thank every customer when leaving	____	4. GMg-A 7; ME-C 17
5.	Help other cashiers as needed	____	5.
E.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. GMg-A 3
2.	Maintain good working relationships	____	2. PtoS-A 8; ME-C 10; HR 9
3.	Maintain good communication skills	____	3. PtoS-A 15; ME-C 9

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

GEN. MDSE. RETG.—CASHIER-MKTG & MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**ENVIRONMENT CONDUCIVE TO SELLING**		
1.	Keep area clean, stocked, organized	____	1. GMR-C 13; RMk-C 48
2.	Change reg. tape quickly, correctly	____	2.
3.	Maintain familiarity with merchandise and its location	____	3. GMR-C 6; RMk-C 30; SE 104
4.	Be helpful, friendly, courteous	____	4. QCS-C 2; GMR-C 11; RMk-C 23
5.	Maintain good customer relations	____	5. GMR-C 3; RMk-C 22, 23; HR 21, 23
B.	**PROCESS SALES TRANSACTIONS**		
1.	Scan/key-enter, correcting mistakes	____	1. GMR-C 4; Math-A 8; RMk-C 50
2.	Redeem promotional coupons	____	2. RMk-C 40
3.	Follow procedures for returns, voids, charges	____	3. GMR-C 4; Math-A 9; RMk-C 50
4.	Collect payment, make change	____	4. Math-A 7; RMk-C 50; MA 50
5.	Give receipt, package merchandise	____	5. RMk-C 50
6.	Thank customers for their business	____	6. QCS-C 4; RMk-C 50; SE 115
C.	**MAINTAIN SECURITY/SAFETY**		
1.	Use tools, equipment properly/safely	____	1. PD-A 4; RMk-C 25; RM 2*
2.	Know/follow safety policies and emergency procedures	____	2. RMk-C 15, 25; RM 2
3.	Recognize shoplifters, security risks	____	3. QCS-C 2, 3, 4; RMk-C 30; HR 21, 23
4.	Follow procedures when selling regulated items (glue, tobacco, etc.)	____	4.
D.	**MAINTAIN CUSTOMER SERVICE ATTITUDE**		
1.	Greet every customer with a smile	____	1. GMR-C 11; RMk-C 24
2.	Check orders pleasantly, accurately, and effectively	____	2. GMR-C 11; RMk-C 50
3.	Help customers locate items in store	____	3. GMR-C 11; RMk-C 23
4.	Thank every customer when leaving	____	4. GMR-C 11; RMk-C 23
5.	Help other cashiers as needed	____	5.
E.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. GMR-C 3; RMk-C 35, 51
2.	Participate in meetings, training	____	2. GMR-C 14; RMk-C 29, 36
3.	Maintain good working relationships	____	3. Att-all; RMk-C 20; HR 9
4.	Maintain good communication skills	____	4. GMR-C 3; RMk-C 21, 24

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

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GEN. MDSE. RETG.—STOCKER-ME I

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**RECEIVE MERCHANDISE**		
1.	Check carton, goods for damage	____	1. GMg-A 10; ME-C 25
2.	Move goods to appropriate area	____	2. GMg-A 10; ME-C 25
3.	Cut cartons open, test-scan	____	3. PD-A 11; ME-C 25; DS 5
4.	Check goods and packing slip, invoice	____	4. GMg-A 10
B.	**HANDLE MERCHANDISE DISCREPANCIES**		
1.	Record problem on proper form	____	1. GMg-A 10; ME-C 25
2.	Obtain decision on how to handle it	____	2. GMg-A 10; ME-C 25
3.	Carry out decision	____	3. GMg-A 10
C.	**PREPARE/STOCK SALES AREA**		
1.	Clean sales and stock floors	____	1. GMg-A 5
2.	Remove any out-of-place items	____	2. PD-A 15
3.	Perform visual check for needed items	____	3. PD-A 15
4.	After rotating items, stock shelves	____	4. GMg-A 11; ME-C 25
5.	Hang advertising signs, shelf tags	____	5. ME-C 25
6.	Create displays as needed	____	6. GMg-A 12; ME-C 22
D.	**MAINTAIN STOCKROOM/PHYSICAL INVENTORY**		
1.	Keep area, goods clean and organized	____	1. PD-A 15; ME-C 26; DS 4
2.	Place new stock in correct location	____	2. GMg-A 10; ME-C 25
3.	Rotate merchandise	____	3. GMg-A 11; ME-C 26
4.	Count merchandise, record findings	____	4. GMg-A 11; ME-C 26
E.	**MAINTAIN SECURITY/SAFETY**		
1.	Use proper lifting, etc. techniques	____	1. GMg-A 5; ME-C 27; RM 2
2.	Use tools, equipment properly/safely	____	2. GMg-A 5; RM 2
3.	Keep areas clean, walkways clear	____	3. PD-A 4; ME-C 27
4.	Know/follow safety policies and emergency procedures	____	4. GMg-A 5; ME-C 21; RM 2
5.	Recognize shoplifters, security risks	____	5. PD-A 15; ME-C 27
F.	**MAINTAIN CUSTOMER SERVICE ATTITUDE**		
1.	Help customers locate items in store	____	1. GMg-A 5; ME-C 13
2.	Answer customer questions/refer them to someone who can	____	2. ME-C 13
G.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Know and follow policies/procedures	____	1. GMg-A 3
2.	Maintain good working relationships	____	2. GMg-A 2; ME-C 10; HR 9
3.	Maintain good communication skills	____	3. PtoS-A 15; ME-C 9
4.	Maintain good work habits and skills	____	4. 1st 30-all; ME-C 10; HR 11, 13

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

GEN. MDSE. RETG.—STOCKER—MKTG & MGT (ME II)

VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A. RECEIVE MERCHANDISE		
1. Check carton, goods for damage	____	1. GMR-C 13; RMk-C 47
2. Move goods to appropriate area	____	2. GMR-C 13; RMk-C 47
3. Cut cartons open, test-scan	____	3. GMR-C 13
4. Check goods and packing slip, invoice	____	4. GMR-C 13; RMk-C 47; DS 5
B. HANDLE MERCHANDISE DISCREPANCIES		
1. Record problem on proper form	____	1. GMR-C 13; RMk-C 47
2. Obtain decision on how to handle it	____	2. GMR-C 13; RMk-C 47
3. Carry out decision	____	3. GMR-C 13; RMk-C 47
4. Prepare, distribute paperwork	____	4. GMR-C 13; RMk-C 47
C. PREPARE/STOCK SALES AREA		
1. Clean sales and stock floors	____	1. PD-A 15
2. Remove any out-of-place items	____	2. PD-A 15; RMk-C 48
3. Perform visual check for needed items	____	3. PD-A 15; RMk-C 53
4. After rotating items, stock shelves	____	4. GMR-C 13; RMk-C 47, 48
5. Hang advertising signs, shelf tags	____	5. GMR-C 10; RMk-C 42
6. Create displays as needed	____	6. GMR-C 10; RMk-C 42
D. MAINTAIN STOCKROOM/PHYSICAL INVENTORY		
1. Keep area, goods clean and organized	____	1. GMR-C 13; RMk-C 48; DS 4
2. Place new stock in correct location	____	2. GMR-C 13; RMk-C 47
3. Rotate merchandise	____	3. GMR-C 13; RMk-C 48
4. Count merchandise, record findings	____	4. PD-A 18; RMk-C 53
5. Prepare, distribute paperwork	____	5. GMR-C 12; RMk-C 53
E. MAINTAIN SECURITY/SAFETY		
1. Use proper lifting, etc. techniques	____	1. PD-A 4; RMk-C 25; RM 2
2. Use tools, equipment properly/safely	____	2. PD-A 4; RMk-C 25; RM 2
3. Keep areas clean, walkways clear	____	3. PD-A 18; RMk-C 25; RM 2
4. Know/follow safety policies and emergency procedures	____	4. PD-A 4; RMk-C 15, 25; RM 2
5. Recognize shoplifters, security risks	____	5. QCS-C 2, 3, 4; RMk-C 49, 50; HR 21, 23; MA 45
F. MAINTAIN CUSTOMER SERVICE ATTITUDE		
1. Help customers locate items in store	____	1. GMR-C 6; RMk-C 30
2. Answer customer questions/refer them to someone who can	____	2. QCS-C 2, 3, 4; RMk-C 30
G. PERSONAL/PROFESSIONAL DEVELOPMENT		
1. Know and follow policies/procedures	____	1. GMR-C 3; RMk-C 35, 51
2. Maintain good working relationships	____	2. Att-C 4; RMk-C 20; HR 9
3. Maintain good communication skills	____	3. GMR-C 3; RMk-C 21, 24
4. Maintain good work habits and skills	____	4. Att-C 1, 3, 7; RMk-C 19, 23; HR 11, 13

DESCRIPTION OF SPECIFIC AND RELATED OCCUPATIONAL TRAINING

The validated competencies listed below are provided as a convenience to assure that minimum training is available. Additional individual training opportunities can be listed separately.

GEN. MDSE. RETG.—DEPT. MGR.—MKTG & MGT (ME II)

	VALIDATED COMPETENCIES	DONE Class/Job	RELATED STUDY ASSIGNMENTS
A.	**PLAN DAILY OPERATIONS FOR DEPT.**		
1.	Prepare/adjust dept. work schedule	____	1. GMR-C 14; RMk-C 25
2.	Assign duties to workers	____	2. GMR-C 15; RMk-C 8
B.	**MONITOR BACKSTOCK CONDITIONS**		
1.	Order and receive merchandise and supplies	____	1. GMR-C 12, 13; Math-A 11, 25; RMk-C 47, 53, 55; DS 5
2.	Ensure that goods are properly stored	____	2. PD-A 15,16,17; RMk-C 48; DS 4
3.	Keep most economic quantity of goods	____	3. GMR-C 12; RMk-C 53
C.	**MONITOR STOCK ON SALES FLOOR**		
1.	Ensure identification of needed items	____	1. PD-A 15; RMk-C 48
2.	Ensure rotation of older merchandise	____	2. PD-A 15; RMk-C 48
3.	Ensure items are priced, displayed	____	3. GMR-C 10; RMk-C 42, 48
D.	**TRAIN NEW EMPLOYEES**		
1.	Provide instruction in security, store policies, sales, recordkeeping	____	1. GMR-A 14; GMg-A 15; RMk-C 26; MN 44
2.	Perform on-the-job training	____	2. GMR-C 14; RMk-C 26; MN 42
3.	Evaluate employee performance	____	3. PtoS-A 18; RMk-C 8, 36
E.	**IMPROVE CUSTOMER SERVICE ATTITUDE**		
1.	Respond to customer needs	____	1. GMR-C 11; RMk-C 30, 31
2.	Resolve customer problems/refer to store manager	____	2. GMg-A 9; RMk-C 35, 40; SE 115
3.	Promote good public relations	____	3. GMR-C 9; RMk-C 35, 40; SE 115
F.	**MAINTAIN SECURITY/SAFETY**		
1.	Ensure that pallets are emptied, floors mopped, empty boxes crushed, etc.	____	1. GMg-A 5; RMk-C 48
2.	Use tools, equipment properly/safely	____	2. GMR-C 13; RMk-C 25; RM 2
3.	Know/follow safety policies and emergency procedures	____	3. RMk-C 15, 25; RM 2
4.	Report shoplifting, employee theft	____	4. RMk-C 49
G.	**PERFORM ADDL. MANAGEMENT DUTIES**		
1.	Open/close department	____	1. GMg-A 15
2.	Prepare sales and inventory reports	____	2. Math-A 13, 21, 22, 32; RMk-C 53, 54, 57
H.	**PERSONAL/PROFESSIONAL DEVELOPMENT**		
1.	Maintain good working relationships	____	1. GMR-C 3; RMk-C 20, 27; HR 9; MN 40, 45, 47
2.	Demonstrate pride in self, job	____	2. QCS-C 1; RMk-C 19, 27; HR 11
3.	Participate in professional/personal development activities	____	3. RMk-C 3; CD 1; MN 41, 50

Appendix C

Codes for Related Study Assignments

State-Adopted Textbooks:

ME—*Marketing Essentials* (1991)
RMk—*Retail Marketing for Employees, Managers, and Entrepreneurs* (1988)

EIMC, The University of Texas at Austin:

1st 30—*Your First Thirty Days* (Crisp, 1990)
ApMk—*Apparel Marketing* (1991)
Att—*Attitude: Your Most Priceless Possession* (1990)
FSM—*Food Service Management* (1992)
GMg—*General Merchandising* (1989)
Math—*Mathematics: Essential to Marketing* (1991)
PD—*Physical Distribution* (1989)
PtoS—*Preparing to Succeed in Marketing* (1993)
QCS—*Quality Customer Service* (Crisp, 1989)
SmkCS—*Supermarket Customer Service* (1989)
SmkM—*Supermarket Merchandising* (1990)

Glencoe—Career Competencies in Marketing Series:

AA—*Apparel and Accessories Marketing* (1990)
FM—*Food Marketing* (1990)
GMR—*General Merchandising Retailing* (1990)
RsM—*Restaurant Marketing* (1990)

MarkED Resource Center—Learning Activity Packages (LAPs):

Career Development
CD 1—"Career Development Trade Associations/Professional Organizations"

Distribution
DS 4—"Inventory Shrinkage"
DS 5—"Receiving Process"

Human Relations
HR 2—"Self-Understanding"
HR 9—"Positive Working Relationships"
HR 11—"Positive Attitude"
HR 12—"Self-Esteem"
HR 13—"Personal Appearance"
HR 21—"Handling Difficult Customers"
HR 23—"Handling Customer Complaints"

Mathematics
MA 45—"Handling Returns"
MA 46—"Handling COD and Layaway Sales"
MA 47—"Preparing Cash Drawers"
MA 48—"Completing Sales Checks"

MA 49—"Completing Charge Sales Checks"
MA 50—"Making Change"

Management
MN 40—"Building Employee Morale"
MN 41—"Leadership in Business"
MN 42—"Training/Human Resource Development"
MN 44—"Orienting New Employees"
MN 45—"Handling Employee Complaints"
MN 47—"Staff Motivation"
MN 50—"Manager/Supervisor Training"

Product Planning
PP 1—"Customer Services"

Risk Management
RM 2—"Following Safety Precautions"

Selling
SE 101—"Opening the Sale"
SE 102—"Using Buying Motives (Part I)"
SE 103—"Product Demonstration"
SE 104—"Obtaining Product Information from Merchandise"
SE 107—"Closing Sales"
SE 108—"Customer Buying Decisions"
SE 110—"Using Suggestion Selling"
SE 112—"Addressing Individual Needs"
SE 115—"Building Clientele"

Appendix D

Master for Recording Teacher-Assigned Codes

NOTE: Duplicate this sheet as needed to maintain an accurate record of the codes you assign.

School ID:_____ **Name:**_____

School ID:_____ **Name:**_____

Class ID:_____ **Name:**_____

Class ID:_____ **Name:**_____

Class ID:_____ **Name:**_____

Class ID:_____ **Name:**_____

Class ID:_____ **Name:**_____

TP File Name:_____ **Name:**_____

TP File Name:_____ **Name:**_____

TP File Name:_____ **Name:**_____

TP File Name:_____ **Name:**_____

TP File Name:_____ **Name:**_____

TP File Name:_____ **Name:**_____

TP File Name:_____ **Name:**_____

TP File Name:_____ **Name:**_____

TP File Name:_____ **Name:**_____

COMPLIANCE STATEMENT

TITLE VI, CIVIL RIGHTS ACT OF 1964; THE MODIFIED COURT ORDER, CIVIL ACTION 5281, FEDERAL DISTRICT COURT, EASTERN DISTRICT OF TEXAS, TYLER DIVISION

Reviews of local education agencies pertaining to compliance with Title VI Civil Rights Act of 1964 and with specific requirements of the Modified Court Order, Civil Action No. 5281, Federal District Court, Eastern District of Texas, Tyler Division are conducted periodically by staff representatives of the Texas Education Agency. These reviews cover at least the following policies and practices:

(1) acceptance policies on student transfers from other school districts;

(2) operation of school bus routes or runs on a nonsegregated basis;

(3) nondiscrimination in extracurricular activities and the use of school facilities;

(4) nondiscriminatory practices in the hiring, assigning, promoting, paying, demoting, reassigning, or dismissing of faculty and staff members who work with children;

(5) enrollment and assignment of students without discrimination on the basis of race, color, or national origin;

(6) nondiscriminatory practices relating to the use of a student's first language; and

(7) evidence of published procedures for hearing complaints and grievances.

In addition to conducting reviews, the Texas Education Agency staff representatives check complaints of discrimination made by a citizen or citizens residing in a school district where it is alleged discriminatory practices have occurred or are occurring.

Where a violation of Title VI of the Civil Rights Act is found, the findings are reported to the Office for Civil Rights, Department of Health, Education and Welfare.

If there is a direct violation of the Court Order in Civil Action No. 5281 that cannot be cleared through negotiation, the sanctions required by the Court Order are applied.

TITLE VII, CIVIL RIGHTS ACT OF 1964: EXECUTIVE ORDERS 11246 AND 11375; TITLE IX 1973 EDUCATION AMENDMENTS: REHABILITATION ACT OF 1973 AS AMENDED; 1974 AMENDMENTS TO THE WAGE-HOUR LAW EXPANDING THE AGE DISCRIMINATION IN EMPLOYMENT ACT OF 1967; VIETNAM ERA VETERANS READJUSTMENT ASSISTANCE ACT OF 1972 AS AMENDED IN 1974.

It is the policy of the Texas Education Agency to comply fully with the nondiscrimination provisions of all federal and state laws and regulation by assuring that no person shall be excluded from consideration for recruitment, selection, appointment, training, promotion, retention, or any other personnel action, or be denied any benefits or participation in any programs or activities which it operates on the grounds of race, religion, color, national origin, sex, handicap, age, or veteran status (except where age, sex, or handicap constitute a bona fide occupational qualification necessary to proper and efficient administration). The Texas Education Agency makes positive efforts to employ and advance in employment all protected groups.